

## Grievance Procedure

### General Principles

The following general principles will apply to the Grievance Procedure:

- This procedure will only apply to agency workers engaged on a contract of employment and not those engaged on a contract for services.
- Each step and action will be taken without unreasonable delay. Please be aware that timelines may vary to those set out in this policy, due to (for example) the volume or complexity of the allegations being considered, or the availability of appropriate members of staff to conduct each stage of the process.
- Whenever you are invited by the company to attend a meeting, you must take all reasonable steps to attend.
- At all stages of the procedure (except any investigation meetings) you will have the right to be accompanied by a trade union representative or a work colleague of your choice. If your choice of companion is unreasonable (e.g. because they are unavailable for a prolonged period of time or because of a conflict of interest) the company may ask you to choose someone else. If your companion is unable to attend any such meeting you may suggest an alternative date, provided it is within 5 working days of the original date.
- Timing and location of meetings must be reasonable.
- Meetings will be conducted in a manner that enables both parties to explain their case.
- Meetings may be adjourned so that further investigation can be carried out in light of any new points raised. Any new information obtained will be provided to you for consideration before the meeting is reconvened.
- For appeal hearings following a decision the company will as far as reasonably practicable, be represented by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).
- Whenever the company or employee is required to send the other a statement, the original or a copy will suffice.
- If you have difficulty at any stage of the procedure because of a disability please discuss this as soon as possible with your Acorn Representative.

## **Grievance Process**

Grievances are concerns, problems or complaints that employees raise with their employers. All grievances should be raised with Acorn and not with the client with whom you are working.

Where possible Acorn will aim to settle grievances informally. If matters cannot be resolved informally, the following formal Grievance Procedure will apply. This procedure provides guidelines only and does not form part of your contract of employment.

### **Step One**

You must set out your grievance in writing and send this statement to the company.

### **Step Two**

The company will invite you to attend a meeting to discuss your grievance.

The meeting must not take place unless:

- You have informed the company of the basis for the grievance set out in the statement under step 1
- The company has had a reasonable opportunity to consider its response to that information

After the meeting the company will inform you of its decision and the company will notify you of your right to appeal if you are not satisfied with it.

### **Step Three**

If you do wish to appeal, you must inform the company within five working days of your grounds of appeal, and if you do so the company will invite you to attend a further meeting. After the appeal meeting, the company will inform you of its final decision. There will be no further right of appeal.