



## Grievance

ITV recognises that on occasion, employees may wish to seek redress for grievances relating to their employment. The objective of the Grievance Policy and Procedure therefore, is to provide all employees with the opportunity to raise a grievance concerning work related matters, in a manner that is fair and consistent whilst aiming to maintain harmonious employee relations in the long term.

ITV encourages free communication between employees and their line managers in an effort to ensure that questions and problems arising during the course of employment can be aired and resolved quickly and to the satisfaction of all concerned.

This Policy and Procedure applies equally to all employees, including management.

### Understanding the Policy and Procedure

The following questions and answers have been structured to help employees understand what to do if they want to raise an issue of personal concern and if they do, how the Grievance procedure operates: The policy and guidelines have been developed in line with the ACAS guidance notes on Grievance procedures.

#### What is a grievance?

Anybody working in an organisation may, at some time, have problems or concerns about their work, working conditions or relationships with colleagues that they wish to talk about with management. This type of issue will often be referred to as a "grievance." Examples of grievance issues include (but are not limited to): terms and conditions of employment; health and safety issues; relationships at work; new working practices; organisational changes, allegations of harassment, breaches of the Company's ethical statement, and issues relating to equal opportunities.

#### What do I do if I have a grievance?

We always hope that grievances can be resolved informally and where possible would encourage this to happen. Sometimes however you may feel your issues need raising in a more formal manner and you are perfectly entitled to do this.

#### What is the informal process for handling a grievance?

If you have a grievance regarding your employment or another matter affecting you personally at work you should, in the first instance, raise your concerns as soon as possible with your supervisor or line manager as appropriate. It is also important to note that if your grievance directly concerns your line manager, then in the first instance, you should speak in confidence to your site HR Manager. It is anticipated that most complaints can be discussed and resolved speedily and satisfactorily. However, if following an informal discussion with your line manager, the matter remains unresolved you may wish to consider following a more formal process.

#### What if I want to raise the grievance formally?

There are three stages to the formal Company Grievance procedure, which are outlined in detail in this document. If your grievance is about a particular person you should still follow the process outlined below, however no decision will be taken until that person has had the opportunity to state his/her case.

If your grievance concerns your line manager you should raise the matter with your site, HR Manager.

If a grievance against another employee is proven to have been frivolous or vexatious, the Disciplinary Policy and Procedure will be applied.

### **The Formal Process - Stage One**

If after following the informal process you feel that the problem has not been resolved satisfactorily you are advised to submit the details of your grievance, in writing, to your Head of Department.

Following the receipt of your written grievance, management will undertake an investigation with HR, to identify whether similar grievances have been raised before, and if so, how they have been resolved, and any follow-up action that was taken. This ensures that every best effort is made by the Company to apply consistent decisions/resolutions where circumstances/ issues raised, are of a similar nature.

The Head of your Department will then invite you to attend a meeting in order to discuss the issues raised in your grievance. Either a member of the HR team or another Manager will also attend this meeting. You may also wish to be accompanied by a recognised Trade Union representative, Communication Group representative or a work colleague.

Notes will be taken to provide a record of the discussions, which take place during the meeting. This record will detail the nature of the grievance raised, the Company's response and any action, which needs to be taken, or agreements, which have been reached.

In most situations, not more than seven days will elapse between a recorded failure to resolve a grievance and its reference to the next level of management.

### **Stage Two**

If the matter remains unresolved you may refer your grievance to a Manager at a more senior level, by submitting a written statement of your grievance and the reasons for referral. This should be presented within seven working days following your receipt of the outcome from Stage One. The Manager, along with a representative from the HR team, will attend this meeting and you may be accompanied by a recognised Trade Union representative, Communication Group representative or a work colleague.

Notes will be taken to provide a record of the discussions which take place during the meeting. This record will detail the nature of the grievance raised, the Company's response and any action, which needs to be taken, or agreements, which have been reached. You will normally be requested to sign this record to confirm its accuracy. A copy will then be provided for your retention, with an additional copy retained on your personal file.

The Senior Manager will be responsible for ensuring that your grievance is fully investigated and an appropriate resolution made and notified to you in writing, within seven working days. However, if it is not possible to respond within the specified time period, you will be given an explanation and told when a response can be expected.

### **Final Stage**

When all avenues have been exhausted or if you are unhappy with the outcome of the formal process; you have the right to appeal. The appeal must be submitted in writing to the site HR Manager, within seven working days of you receiving the outcome of Stage Two and will be raised at a higher level of management, than for Stage Two.

The relevant Senior Manager will normally hear the appeal, within seven working days of receipt of your grievance. Notes will be taken to provide a record of the discussions, which took place during the

meeting. This record will detail the nature of the grievance raised, the company's response and any action, which needs to be taken, or agreements, which have been reached. You will normally be requested to sign this record to confirm its accuracy. A copy will then be provided for your retention, with an additional copy retained on your personal file.

As this is the final stage of the Grievance procedure, the relevant Senior Manager's verdict will be final. Normally you should expect a decision, in writing, within seven working days. However, if it is not possible to respond within the specified time period, you will be given an explanation within the specified period, and told when a response can be expected.

At this stage, if the matter is not resolved to your satisfaction, you may choose to refer the matter to the respective trade union.

**If I refer my grievance to the next stage how will the recorded notes be used?**

At all stages of the formal procedure where there has been a failure to resolve the grievance, a statement in writing, recording the outcome of that stage of the procedure will be agreed for reference to the next stage. In most instances not more than seven days will elapse between a recorded failure to resolve a grievance and its referral to the next stage.

**What happens to all the records from the hearings?**

Records will be kept detailing the nature of the grievance raised, documents relating to the investigation, relevant information, any action taken and the reasons for it. These records will be kept confidential and retained in accordance with the Data Protection Act 1998, which requires the release of certain data to individuals upon their request. Accordingly, copies of any meeting records will be given to you and an additional copy retained on your personal file. However, in certain circumstances, and in accordance with the Data Protection Act 1998, it may be appropriate to withhold some information.

**For more information regarding this policy, please contact HR Direct on 0161 835 6565 or your site HR Manager.**

**THIS POLICY FORMS PART OF AN EMPLOYEE'S TERMS AND CONDITIONS**