

CONTACT DESIGN LIMITED

GRIEVANCE PROCEDURE

1. Scope

The Procedure applies to all employees of Contact Design whether full time or part time.

2. Policy

Contact Design believes in the informal resolution of problems occurring in the workplace. Employees are therefore encouraged to voice concerns and problems via informal methods to prevent issues having to be dealt with on a formal basis. However, if an employee so wishes, they may air grievances through the formal Grievance Procedure.

3. Standards

The Procedure is designed to ensure that grievances are resolved quickly and to the satisfaction of all parties concerned. It is important, however, that every attempt is made to ensure that grievances are resolved at the point of origin, without having to resort to the formal Procedure.

To achieve this, all parties should ensure that there is sufficient dialogue to resolve any issues immediately.

In dealing with some grievances, reference should be made to other internal policies or statutory legislation as appropriate.

4. Responsibility of Management

The Company Directors have ultimate accountability for the operation of the Grievance Procedure.

It is the responsibility of all supervisors to ensure that they:

- Provide accurate and honest information at each stage
- Comply with the Procedure as outlined

5. Implementation

Supervisors/managers are responsible for the effective operation of the Procedure with particular regard to fairness and adherence to timescales at each stage. In implementing this Procedure, provision will be made for:

- Clear lines of accountability and responsibility regarding decision making in the Procedure and monitoring of the process

- Effective communication at all stages of the Procedure and effective training for all relevant employees

6. Responsibility of employees

It is the responsibility of all employees to ensure that they:

- Provide accurate and honest information at each stage
- Comply with the Procedure as outlined

7. Introduction

The Company Directors recognise that, from time to time, problems and misunderstandings may arise during the course of employment. It is therefore important, and in the interest of both the Employee and the Company, to attempt to resolve any grievance as quickly as possible.

In order to achieve this objective, the following Procedure will be applied to deal with any grievance arising from employment with Contact Design

8. Procedure

General Notes

During this Procedure, it is advised that discussions are held in the work place and in the appropriate environment, e.g. in an office away from any interruptions.

At all stages the employee will be informed of his/her right to be accompanied by a Union Representative (who may be an external union official) or work colleague during the grievance proceedings if he/she so wishes.

Full investigation of a grievance may include the involvement of witnesses, called by either party, and all statements will be made available to all parties before a meeting.

Stage 1

In the first instance, an employee should bring the grievance to the attention of their immediate supervisor, in writing.

He or she will discuss the grievance with the employee and, after due consideration, will give a decision. The Supervisor will make a brief note of the reasons for and the outcome of the meeting, and give a copy to the individual. It is the responsibility of the Supervisor to keep a record of the above meeting for future reference.

If possible, this meeting should normally be within five working days (unless mutually agreed otherwise) of the matter being raised.

Stage 2

If the grievance is not satisfactorily resolved at Stage 1 and the employee wishes to pursue it further, it should be referred to the next level of management (the Directors), in writing.

The Directors will then meet with the employee and the employee's representative. This meeting will be held within five working days of notification (unless mutually agreed otherwise) of the grievance.

The Directors will have all the available facts fully investigated and recorded, prior to meeting with the employee again.

A decision will be given within five working days of the date of the referral.

A written record of the grievance and its resolution should be kept in the personnel file.

The decision of the Company Directors is final and completes the Procedure.