

Didcot Railway Centre – Home of the Great Western Society

Grievance procedure, Issue 2

Background

Grievances are concerns, problems or complaints that colleagues raise with their managers. There is no legally binding process for dealing with grievances and this procedure is based on the ACAS Code of Practice¹. The procedure applies to both employees and volunteers.

Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with at Didcot Railway Centre you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the Great Western Society Company Secretary. You should keep to the facts and avoid language that is insulting or abusive.

Grievance hearing

The Company Secretary will call you to a meeting, normally within 14 days, to discuss your grievance. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request.

After the meeting the Company Secretary will give you a decision in writing and advise you of your right of appeal.

Appeal

If you are unhappy with the Company Secretary's decision and you wish to appeal you should let the Company Secretary know.

You will be invited to an appeal meeting, normally within 14 days, and your appeal will be heard by the Chairman. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request.

After the meeting the Chairman will give you a decision, normally within 24 hours. The Chairman's decision is final.

This procedure (Issue 2) was approved by Council on 13th April 2010.

Ann Middleton
April 2010

¹ Disciplinary and grievance procedures, Code of Practice 1, ACAS, April 2009