

Grievance

(TCE044 FEB18)

Grievance

Policy and Procedure

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1. Purpose and scope

The purpose of the Grievance Procedure (the “Procedure”) is to provide a framework to allow you and the business to resolve as quickly as possible, any grievance you may have about The Crown Estate’s treatment of you and it is our policy to encourage employees with grievances to use this procedure to seek a satisfactory solution. This Procedure has been developed to deal with grievances fairly, consistently and efficiently.

We encourage employees to seek to resolve any grievance informally by raising it with their manager in the first instance. This Procedure sets out the formal grievance process in the event that an employee’s grievance cannot be resolved informally.

This Procedure applies to all employees. It does not apply to agency workers or self-employed contractors.

This Procedure does not form part of your Contract of Employment and The Crown Estate reserves the right to amend the Procedure from time to time.

2. Principles

- If your grievance cannot be resolved informally, you should raise a formal grievance in writing, following the steps outlined in this Procedure.
- Where the formal Procedure is invoked, the business will endeavour, depending on the nature and complexity of the grievance raised, to deal with your grievance without unreasonable delay.
- If you have any difficulty at any stage of the Procedure because of a disability, you should discuss the situation with Human Resources as soon as possible.
- You will have the right to be accompanied to any grievance or grievance appeal meeting by a work colleague or a trade union official. If you wish to exercise your right to be accompanied, you should inform the HR Advisor (HRA) or your HR Business Partner (HRBP) as soon as practicable of the identity of your proposed companion. Although the nominated companion will be able to address the meeting and confer with you, they will not be permitted to answer questions on your behalf.
- You (and any nominated companion) must make every effort to attend the grievance and/or grievance appeal meeting. If you (or your companion) are unable to attend the meeting, you should inform your HRA or HRBP as soon as possible. If you or your companion are not available on the day/time the meeting is scheduled, you may propose an alternative time within 5 working days of the original scheduled date. In the event that you fail to attend a rearranged grievance or appeal meeting, the business reserves the right to make a decision in your absence.
- You must treat as confidential any information communicated to you in connection with an investigation.
- You, and anyone accompanying you, may make written notes but must not make electronic recordings of any meetings conducted under this Procedure.

3. Raising a formal grievance

- If you wish to raise a formal grievance it must be in writing and it must clearly state the reason(s) for your grievance. Your written grievance should be given to your manager. If your grievance relates to your manager, you should raise your grievance with the next more senior manager or Human Resources.

- You will be asked to attend a grievance meeting.
- The purpose of the grievance meeting is to give you an opportunity to explain your grievance and how you think it could be resolved, and to give the manager hearing your grievance an opportunity to ask you questions about it. After the meeting, the manager conducting the meeting will consider whether or not any (further) investigation is required.
- The manager dealing with your grievance will inform you of their decision in writing as soon as reasonably practicable after the grievance meeting. However, reaching an outcome may take longer if the issues raised by you require further investigation and/or a further meeting with you. If so, you will be notified accordingly along with an estimated timescale for a response.

4. Appeal

- If your grievance is not resolved to your satisfaction you can appeal that decision to the nominated person within 5 working days of receiving the written notification of the grievance decision. The grievance decision will be posted to your home address and that letter will be deemed to have been received by you 3 days after posting. Your appeal must be in writing and it must set out the reasons for your appeal.
- You will be asked to attend an appeal meeting.
- The appeal will normally be heard by a more senior manager (unless the business considers this is not reasonably practicable).
- At the appeal meeting, you will be given the opportunity to explain the grounds for your appeal and this will be discussed with you. The manager dealing with your appeal will usually inform you of their decision in writing as soon as reasonably practicable after the appeal meeting. However, reaching an outcome may take longer if the issues raised by you require further investigation and/or a further meeting with you. If so, you will be notified accordingly along with an estimated timescale for a response.
- The decision of the manager conducting your appeal will be final.
- There is no further right of appeal

5. Document Control

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