



Complaints / Grievance Procedure

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Introduction

This procedure is designed to clarify the rights and responsibilities of Coach4U Ltd, staff and clients should they feel the need to resolve a grievance. The purpose of the process is to ensure that problems between the employer and any staff or clients and any staff with their colleagues are dealt with swiftly and fairly.

Coach4U Ltd is committed to maintaining an environment where all staff members and clients are happy and confident. If any issues or problems arise, we want all to feel confident in raising them to be dealt with. Most will be dealt with informally but in the event they cannot be, due to the serious nature or failure to be dealt with, individuals are to use this procedure to find a solution.

The stages of the complaint

Stage 1: Complaint to a staff member (Informal)

It is in everyone's interest that complaints are resolved at the earliest possible stage. Therefore, informally expressing an issue to a member of staff is the first option available. To that end, if staff are made aware of the procedures, they will know what to do when they receive a complaint. If unsatisfied, proceed to the next step.

All stages onwards should be evidenced with detailed written records of any interviews relating to the grievance process.

Stage 2: Complaint to Managing Director (Formal)

The complainant must put the grievance in writing to the Managing Director. They will confirm in writing the receipt of the grievance and arrange for a hearing to be held within five working days.

The complainant (and any fellow member of staff) must be given at least two working days' notice in writing of the date, time and location of the Grievance hearing.

The notice will also state:

- a) managing director name, panel members, and personnel adviser
- b) the names of any witnesses being brought by management
- c) the right of the complainant to representation and to bring witnesses.

Any papers which the complainant or the representative wish to present to the hearing must be submitted to the managing director at least two days before the hearing, together with a list of any witnesses which they intend to call.

The Grievance panel will inform the employer, the complainant and any fellow members of staff of the decision at the end of the hearing.

A letter confirming the decision will be delivered to the complainant and any fellow member of staff within two working days of the hearing, iterating the right to appeal.

Stage 3: Appeal hearing

The complainant may appeal to the Managing Director against the Stage 2 decision within five working days of the Grievance hearing. The appeal must be in writing and state the grounds for the appeal.

The hearing must be held within five working days of the receipt of the appeal.

The complainant (and any fellow member of staff) must be given at least two working days' notice in writing of the date, time and location of the appeal hearing.

The notice will also state:

- managing director name, panel members, and personnel adviser
- the names of any witnesses being brought by management
- the right of the complainant to representation and to bring witnesses

Any papers which the complainant or the representative wish to present to the hearing must be submitted to the manager at least two working days before the hearing, together with a list of any witnesses which they intend to call.

The panel will consist of three members including 2 outside members and the managing director to provide an unprejudiced decision. The panel can:

- a) dismiss the complaint in whole or in part;
- b) uphold the complaint in whole or in part;
- c) decide on the appropriate action to be taken to resolve the complaint;

The appeal panel will inform the employer, the complainant and any fellow member of staff of the decision at the end of the hearing.

A letter confirming the decision will be delivered to the complainant within two working days of the hearing.

The appeal hearing is the final stage of the Grievance procedure.

Signed: (Director of Coach4U Ltd) The Employer	Date:
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Roles and Responsibilities

Manager: the company will designate a member of staff as Manager for the purpose of any Grievance procedure. The person designated as Manager must not be the member of staff who has invoked the Grievance Procedure, nor any member of staff who is the subject of the Grievance.

Personnel adviser: a competent person from outside the company will act as adviser on personnel and procedural matters.

Grievance panel: the panel for grievance hearings will be made up of three members; one of whom will chair the panel. The personnel adviser will also be present.

Appeal panel: the panel for the appeal hearings will be made up of two members. The personnel adviser will also be present.

Fellow employee: if the grievance is against a fellow member of staff, he or she should be given full details of the grievance, including the date of the hearing and any papers submitted by the complainant. The fellow member of staff has the right to attend any hearing and to present a case and ask questions. There is no obligation to attend the hearing, but if he or she chooses to attend then the complainant, the manager and the chair of the Panel have the right to put questions to clarify the matter.

Representation: the complainant and the fellow members of staff have the right to be represented by a trade union representative or by a friend at either hearing.

Format for hearings

The company will nominate a 3 members to sit on the panel to hear complaints.

The hearing is as formal as possible, the chair of the panel will open introducing those present, detail the purpose of the hearing and explain the format of the hearing.

The complainant (or representative) will present the complainant's grievance and may call witnesses as appropriate. The manager and any fellow member of staff may question the complainant, the representative and witnesses for clarification. The chair may also ask questions to clarify the grievance.

If the grievance is against other staff members, that employee has the right to respond.

The manager will put the employer's response and may call witnesses as appropriate. The complainant or the representative (or both) may question the manager and witnesses for clarification. The fellow staff member and the chair may also ask questions to clarify the management response.

The hearing will adjourn while the panel, advised by the personnel adviser, discuss the matter in private. They may temporarily reconvene the hearing if they need further clarification of any matter.

If new information has come to light during the hearing which needs further investigation, a decision will be deferred and a date set for a reconvened hearing.

At the end of the hearing or reconvened hearing, the chair of the panel will inform the complainant of the decision (and of the right to appeal if it is a Stage 2 hearing).

Accurate minutes must be kept of hearings. It may be advisable to ask an outside person to act as minute secretary at hearings.