

Fun 4U Club

33.4 Staff Grievance Procedure

Principle

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the management of Fun 4u Club. The employee has the right to be accompanied and or representation by a work colleague during this procedure.

Statement of intent

Fun 4U Club believes that:

- It is preferable for the grievance to be satisfactorily resolved as close to the individual and their leader / supervisor as possible
- That this is not always possible and that a formal procedure may be required to ensure the speedy and fair resolution of matter.
- Time scales need to be fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

Procedure

- An employee who has a grievance, should raise the matter with his or her leader / supervisor immediately either verbally or in writing.
- If the matter itself concerns their leader / supervisor, then the grievance should be taken directly to Fun 4U Club management.
- If the leader / supervisor is unable to resolve the matter then a formal written grievance form should be submitted to Fun 4U Club management (see appendix 1).
- The management should then respond within **5 working days** to the grievance.
- This aggrieved staff member will give a full written explanation of the management's decision.
- Fun 4U Club would expect the management's decision to be final and for the matter to come to a close.

Appendix 1

To:

From:

Date:

Leader / supervisor:

Dear

I wish to take a formal grievance out against:

In line with the Fun 4U Club Grievance Procedure. The details of my grievance are shown below:

Yours sincerely,

(Management should respond to this formal written grievance within 5 working days unless an extended period for response is mutually agreed)