

GRIEVANCE PROCEDURE

This is the procedure practised at the moment, which may change from time to time and is not contractual.

TFSR has a formal procedure to allow grievances or complaints from employees concerning work or conditions of employment to be heard in the following way:

Stage One – Line Manager

An employee who has any grievance or complaint should discuss the matter with their line manager. If the grievance is not resolved to the employee's satisfaction the individual concerned can refer it to the Chief Executive Officer. If the complaint is about the line manager it should be referred directly to the Chief Executive Officer.

Stage Two - Chief Executive Officer

An employee who has any grievance or complaint, not resolved by their line manager, should discuss the matter with the Chief Executive Officer. If the grievance is not resolved to the employee's satisfaction the individual concerned can refer it to the Employment Sub Committee

Stage Three - Employment Sub Committee

The Employment Sub Committee will usually arrange to talk to the employee personally or by phone within five working days of the matter being referred.

Stage Four - Full Board

If still dissatisfied the employee can ask for the matter to be referred to the next full Board Meeting for discussion. The decision of the Board will be final.

The grievance and steps agreed to resolve it should be written and kept in the personnel file of the employee for future reference