

Grievance Procedure

Introduction

If any **staff** feels dissatisfied with any matter relating to his work, **he/she** should have an immediate means by which such a grievance can be both **raised** and resolved. Moreover, nothing in this procedure is intended to prevent the **staff** from informally raising any matter **he/she** may wish to mention. However, if **he/she** wishes that his grievance has to be formally recorded and investigated, **he/she** must make it clear at the outset. This Grievance Procedure comprises of four stages and the **staff** seeking remedy should adhere to in connection with his grievances.

Stage 1

If the **staff** feel aggrieved at any matter pertaining to the work, must discuss it informally with **their** Line Manager. If the issue is unresolved then **he/she** may follow the stage 2 of Grievance Procedure.

Stage 2

At this stage the **staff** must state in writing to **their** Line Manager that **he/she** wish to formally invoke the Grievance Procedure, detailing the grievance. A formal hearing on **their** written request will be convened within 7 days of its receipt. The date, time and location of the hearing, together with the name of the person(s) who will hear the grievance will be communicated to the respective parties in writing.

The parties (if applicable) may be accompanied at the hearing by a fellow of Lloyds Security Services **staff of their choice**, who will be deemed as their companion witnesses. Alternatively, if the **staff** is a Transport & General Workers Union (T & G) member, he may be represented by a T & G representative or any other union representative. However, it shall be **his/her** responsibility to notify his T & G/Union representative. The result of the Grievance Hearing will be confirmed in writing within 5 days of the Hearing.

If the issue still remains unresolved up to **his/her** satisfaction, the matter may be referred to the next stage, which is as follows.

Stage 3

The **staff** must write to the next level of management, who will be identified in the letter of confirmation of the findings of the Grievance Hearing, clearly the grounds on which the issue is proceeding.

A second official Grievance Hearing will be convened within 7 days of the receipt of such written request. The date, time and location of the hearing, together with the name of the person(s) who will hear at the second Hearing, will be communicated to the respective parties in writing. The parties (if applicable) may be accompanied at the hearing by a fellow Lloyds Security Services **staff** of their choice, who will be deemed as their companion witnesses. Alternatively, if the **staff** is a Transport & General Workers Union (T & G) member, he may be represented by a T & G representative or any other union representative. However, it shall be his responsibility to notify his T & G/Union representative. The result of the second Grievance Hearing will be confirmed in writing within 5 days of the Hearing.

If the issue still remains unresolved up to his satisfaction, it may be referred to the next stage.

Stage 4

The **staff** must write to the next concerned authority, which will be identified in the letter of confirmation at the finding of the second Grievance Hearing, clearly stating the grounds on which the issue is proceeding.

A third and final hearing will be convened within 7 days of the receipt of such written request. The date, time and location of the Hearing, together with the name of the person(s) who will hear the grievance, will be communicated to the respective parties in writing. The parties (if applicable) may be accompanied at the hearing by a fellow Lloyds Security Services **staff** of their choice, who will be deemed as their companion witnesses. Alternatively, if the **staff** is a Transport & General Workers Union (T & G) member, he may be represented by a T & G representative or any other union representative. However, it shall be his responsibility to notify his T & G/Union representative. The result of this Grievance Hearing will be confirmed in writing within 5 days of the Hearing. If the issue is still unresolved, and both parties agree, it may be referred to ACAS.