

ADS Recruitment – Grievance Procedure
(Version 6 – Updated 10.09.2018)

“Grievances are concerns, problems or complaints that employees raise with their employers.” ACAS Code of Practice on Disciplinary and Grievance Procedures

Every employee of ADS Recruitment has the right to approach the management team, concerning a grievance that has taken place: be it in the work place environment, an issue with the ADS Recruitment management team or with a fellow employee.

The following document details the formal procedure that must be undertaken in order to come to a satisfactory conclusion.

Grievances occurring in the work place environment

ADS Recruitment supplies temporary staff to other companies. As each company has a different Grievance Policy, ADS Recruitment adopts the Grievance Policy of the relevant company. There are certain circumstances in which the advice below may need to be diverged from, in accordance to the type of grievance that has occurred.

The advice underneath is, therefore, a general guideline as to how an employee should approach work place grievances:

- (1) The first step should be to discuss the matter informally with the employee’s immediate supervisor at the work place. In the majority of cases, the issue would then be resolved. It is, however, important that the employee also informs the ADS management team, even if the issue is subsequently resolved. The ADS management team will then log the grievance and keep the record for future reference.
- (2) Should the matter not be resolved, the employee has the right to address the matter in a formal way. The employee should clearly write out the details of the grievance and address it to the ADS management team. The ADS management team will then meet with the employee to discuss the details of the matter, and ADS will also inform the management team of the work place concerned. The employee will be given the details of the Grievance Procedure at the work place concerned.
- (3) The ADS management team will then ensure that the formal Grievance Meeting is held in a fair manner, and that their employee is informed of the situation at all times.
- (4) If it is necessary or should the worker wish to be removed from the environment where the grievance occurred, ADS will attempt to place the employee in a different work place, until the issue is agreeably resolved.

Grievances with the ADS management team or with a fellow employee

The procedure below is applicable to both scenarios:

- (1) Firstly, the employee should informally speak to an ADS office consultant. The employee has the right to choose to speak to either a male or female consultant.
- (2) If the ADS consultant is unable to resolve the issue, they will formally pass on the matter to an ADS manager (senior consultant). Should the grievance be against that senior consultant, the employee may request to speak to an alternative senior consultant.
- (3) The ADS manager (senior consultant) will then assess the situation and may hold a fair Grievance Meeting with the employee. The employee will always be informed of the outcome.

In ALL grievance situations

In all grievance matters, the employee has the right to the following:

- An impartial meeting that is fair and free from bias – either with the work place management or the ADS management team
- If it's a reasonable request, an employee is allowed a companion (a fellow employee, an official who is employed by a trade union or reasonably certified work place trade union representative). This must, however, fall in the scope of a reasonable request.
- In sensitive cases, the employee may not be able to strictly adhere to these procedures (for example, if the grievance is against their immediate supervisor). Therefore, the employee may speak to any consultant within the ADS office team. They may also request to speak to a particular female or male ADS consultant, due to the nature of the grievance.
- A written confirmation detailing the outcome of the Grievance Procedure, along with an explanation. Should the employee feel the matter has not be satisfactorily resolved, they have the right to an appeal.

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ADS Recruitment – Grievance Procedure - Notes for Office Staff

The bullet points below detail the method ADS office employees should conduct themselves during grievance concerns:

- It is important to distinguish between Disciplinary and Grievance matters. When dealing with grievance concerns, all employees should act in a sympathetic and consistent manner.
- The ADS office consultant should 'investigate' the matter thoroughly, in order to ensure the facts of the matter are brought to attention.
- The ADS office consultant should react to the matter fairly and without bias.
- The ADS office consultant should always let the employee present their case, before any final decision is reached.
- Should it fall within the scope of a reasonable request, the employee concerned should be allowed a suitable companion to accompany them in the formal Grievance meeting.
- The ADS office consultant should allow the employee the right to an appeal.

ADS office consultants are also required to keep formal records of the grievance. The notes are to be kept in the employee records. The following should be logged:

- The employee concerned in the grievance
- The date & time and nature of the grievance
- The date & time the employee informed their supervisor*

(*The supervisor is likely to be an employee of the work place client and so the consultant should liaise with the client HR office. Should the grievance be against an ADS office employee/driver/fellow employee, the office manager, Mike Panchmatia, will handle the Grievance Procedure)

- The date & time & place, where the issue was not able to be resolved informally, and so the employee has decided to undertake a formal process.
- The full name and address of the companion
- Detailed notes of all discussions between the employee and ADS office consultant (including the Grievance Meeting notes). These notes must be formally recorded within 24 hours of the meeting.
- A written outcome given to the employee, detailing the action taken to resolve the grievance and advising the employee about their right to query this outcome. Please note – there is a 7-day grace period during which the employee may appeal.

Appeal

- If no appeal is made, then a formal written letter indicating the resolving actions is to be logged.
- If there are appeals: in line with the Grievance Procedures in place, an ADS senior consultant (or manager) will conduct these in a fair and open manner. The ADS senior will be someone who has NOT been previously involved in this grievance case.
- The employee will then be formally informed of the outcome of the appeal (this will be in writing)
- All hard copies of all the documents outlined above are to be kept with the employee file and all links will be placed to the employee payroll (documents must be scanned etc.)