

WOKING COMMUNITY TRANSPORT LTD
GRIEVANCE PROCEDURE

1. If an employee has any grievance relating to their employment, they should raise it with their immediate manager who will investigate the matter.
2. If the employee is dissatisfied with the reply, or if he/she does not receive a reply and wishes to pursue the matter, he/she may then take their grievance to the Managing Director. To do this he/she must write to the Managing Director stating clearly the basis of their grievance.
3. The Managing Director will investigate the matter and hold a meeting with the employee at which he/she may be represented. He/she will receive reasonable notice of the time and place of the meeting. He/she will be given the opportunity to:
 - Explain the basis of their grievance;
 - Put forward evidence, and if necessary call relevant witnesses who will only be present whilst giving evidence.
4. The Managing Director's decision on the matter will, if possible, be given at the meeting, but in any event will be given in writing within three working days.
5. If the employee is still aggrieved after receiving the letter from the Managing Director he/she may submit their grievance in writing to the Company Secretary who will investigate the matter and together with the Company Chairman will hold a further meeting to hear the matter. The meeting will be convened and conducted in a similar manner to the previous stage. The ruling of the Company Secretary and Chairman will be final.
6. Every effort will be made to deal with any complaint as speedily as possible. Please remember that some cases need time to investigate fully. If within a period of fourteen working days the matter has not been dealt with at any stage of this procedure, the employee will be entitled to proceed to the next stage.
7. The disciplinary procedure is separate and cannot be affected, frustrated or delayed by the operation of the grievance procedure.

WCT policy name:	Grievance Procedure
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