



Dockside Personnel Ltd – Grievance Policy

Dockside Personnel Ltd is committed to providing a fair and transparent process for employees to raise and resolve workplace concerns. This policy outlines the steps employees and managers should follow when handling grievances, in line with the Advisory, Conciliation and Arbitration Service (Acas) Code of Practice.

1. Purpose and Scope

The purpose of this policy is to ensure that any employee grievance is dealt with promptly, fairly, and consistently. It applies to all employees of Dockside Personnel Ltd, regardless of position or length of service.

2. Informal Resolution

Whenever possible, employees should first attempt to resolve concerns informally by discussing the issue directly with their line manager, another manager, or a member of HR. This approach often resolves problems quickly and helps maintain positive working relationships.

Examples of matters that can often be resolved informally include misunderstandings, communication issues, and minor disputes.

3. Formal Grievance Procedure

If an issue cannot be resolved informally, or if it is too serious to handle informally, employees may raise a formal grievance. This should be done in writing by submitting a formal grievance letter to their line manager or Operations Manager

The written grievance should include:

- A clear statement of the issue or complaint.
- Any relevant evidence or examples.
- The outcome the employee is seeking.
- The name of any companion the employee wishes to bring to the meeting.

4. Investigation and Grievance Meeting

Upon receiving a grievance, Dockside Personnel Ltd will acknowledge receipt and arrange a meeting as soon as reasonably possible. The meeting provides the opportunity for the employee to explain their grievance and how they would like it resolved.

Employees have the right to be accompanied at the meeting by a fellow worker, trade union representative, or another companion of their choice.

5. Outcome and Follow-Up

After the meeting and any necessary investigation, the company will provide a written response detailing the decision and any action to be taken. This will normally be communicated within 10 working days, although more complex cases may require additional time.

6. Appeal

If the employee is not satisfied with the outcome, they have the right to appeal. Appeals should be submitted in writing within 5 working days of receiving the decision. The appeal should state the grounds for appeal and will be heard by a senior manager not previously involved in the case.

7. Mediation

Dockside Personnel Ltd may suggest mediation in cases involving interpersonal disputes or communication breakdowns. Mediation is voluntary and involves an impartial mediator helping both parties reach a mutually acceptable solution.

8. Confidentiality and Retaliation

All grievance matters will be handled confidentially. Employees raising grievances in good faith will not suffer any form of victimisation or retaliation. Any such behaviour by others will be treated as a disciplinary matter.

Appendix: Formal Grievance Letter Template

[Today's date]

Dear [Name of Employer / HR Manager / Line Manager],

I am writing to raise a formal grievance.

I have a [problem with / complaint about] [give details].

[Optional] I have evidence in the form of [give details].

[Optional] I would like [give details of what you want your employer to do to resolve the grievance].

Please let me know when I can meet you to talk about my grievance.

I would like to be accompanied at the meeting by [name].

Yours sincerely,
[Your name]

This policy is based on the Acas Code of Practice on disciplinary and grievance procedures.
For further advice, contact the Acas helpline or visit www.acas.org.uk.