



consultancy with clear direction

## Grievance Procedure

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1. If an employee has a grievance relating to her/his employment she/he should discuss the matter initially with her/his immediate supervisor e.g. Director or other appropriate senior member of staff.
2. The supervisor should reply orally to the grievance as soon as possible and in any case within 5 working days. The employee may, if she/he wishes, be accompanied by a friend or representative when the matter is raised with the supervisor and/or when the supervisor replies.
3. If the complaint is not satisfactorily resolved at this stage the employee may raise the matter in writing with a member of the Executive Team. Should she/he prefer, and if she/he is a member of a trade union or staff association, she/he may report the grievance to her/his trade union representative or other representative, who may then raise the matter in writing with the Executive Team on her/his behalf.
4. Where the grievance concerns another person, a copy of the complaint or a summary of the issues will be given to the other person concerned, by the Executive Team. The person concerned should have the opportunity of submitting written observations within a 10 day time period. A director not formally involved in the dispute should submit a written report to the Executive Team together with any relevant documents.
5. The Executive Team should convene a meeting to consider the matter not less than 5 and not more than 10 working days after the submission of the Director's report. Where the grievance concerns another person, both parties may, if they wish to, make submissions personally to the Executive Team. Where the grievance does not concern another person the employee may, if she/he wishes, make submissions personally to the Executive Team. Any employee formally involved in the grievance may be represented by a friend or representative if they wish. Refusal of either party to attend should not invalidate the proceedings.
6. The Executive Team should reply in writing as soon as possible and in any case within one calendar month of receiving written notification of the complaint. The decision of the Executive Team is final.

Signed  
Ergo

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