



Grievance Procedure

The following procedure shall be applied to settle all disputes or grievances concerning an employee of Marie's tea room's (but excluding those relating to redundancy selection)

Principles

1. It is the intention of both parties that employees should be encouraged to have direct contact with management to resolve their problems.
2. The procedure for resolution of grievances and avoidance of disputes is available if the parties are unable to agree a solution to a problem.
3. Should a matter be referred to this procedure for resolution both parties should Accept that it should be progressed as speedily as possible, with joint commitment that every effort will be made to ensure that such reference takes no longer than seven working days to complete.
4. Pending resolution of the grievance, the same conditions prior to its notification shall continue to apply, except in those circumstances where such a continuation would have damaging effects upon Marie's tea room's business.
5. It is agreed between the parties that where the grievance is of a collective nature, i.e. affecting more than one employee, it shall be referred initially to section 2 of the procedure.
6. If the employee's immediate supervisor/ manager is the subject of the grievance and for this reason the employee does not wish the grievance. To be heard by him/her, it shall be referred initially to section 2 of this procedure.

The procedure

1. Where an employee has a grievance, he/she shall raise the matter with his or her immediate supervisor/manager.
2. If the matter has not been resolved at section 1, it shall be referred to a more senior manager or the proprietor. A statement summarising the main details of the grievance and the reason for the failure to agree must be prepared and signed by both parties.
3. In the event of failure to agree, the parties will consider whether a conciliation or arbitration is appropriate. Marie's tea room's may refer the dispute to the Advisory Conciliation and Arbitration Service, whose findings may, by mutual prior agreement, be binding on both parties.