



Independent News & Media (Northern Ireland)

BELFAST TELEGRAPH • SUNDAY LIFE • COMMUNITY TELEGRAPH

A division of Independent News & Media Ltd

PROCEDURE ON

"INDIVIDUAL GRIEVANCE"

1. *INTRODUCTION*

When an individual has a problem, complaint or grievance relating to his/her employment it is the Company policy to resolve the matter as quickly as possible on an informal basis by discussion between the individual and his/her immediate superior.

2. *FORMAL PROCEDURE*

- (i) Should the grievance remain unresolved at this stage then the employee should put their grievance in writing to their immediate supervisor.
- (ii) Should the grievance still remain unresolved, then the matter may be raised in writing with the individual's Department Manager.
- (iii) The matter, if unresolved, may be taken in stages right through the management structure until the final stage of the procedure is reached at the level of Managing Director.

The decision of the Managing Director or an authorised deputy will be final.

- (iv) A hearing may be arranged in order to discuss the grievance. If requested, employees are entitled to be accompanied by a fellow worker or a Trade Union Official at any grievance hearing which concerns the performance of a duty by the employer in relation to the employee.

3. *DURATION*

The Company will endeavour to deal with any grievance as expeditiously as possible, in the interests of all parties concerned.