



London Sustainability Exchange

London Sustainability Exchange Grievance Policy

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MAYOR OF LONDON



Set out below is London Sustainability Exchange's current grievance procedures.

It does not form part of the contract but represent London Sustainability Exchange's current practice, which may vary from time to time. These procedures conform to the standard statutory grievance procedures implemented on 1 October 2004, as a result of the Employment Act 2002. Employees are advised that in most circumstances they will be prohibited from presenting a complaint directly to the Employment Tribunal unless they have first presented the complaint in writing to the employer and allowed the employer 28 days to respond.

Purpose and Scope

The Grievance Procedure enables individuals to raise issues with management about their work, or about the employer's, clients' or their fellow workers' actions that affect them. Some issues that may give rise to a grievance include: terms and conditions of employment; health and safety; relationships at work; new working practices; organisational change and equal opportunities. This list is by no means exhaustive. The purpose is to settle any grievance fairly, simply and quickly.

The Procedure

Stage 1

If the employee has a grievance, s/he should present the grievance to his/her line manager. Where the grievance is against the line manager, the matter should be raised with the relevant Senior Manager who will investigate the complaint and discuss with the employee what action, if any, is to be taken. If the complaint is against a Senior Manager, then the matter should be raised with another member of the Senior Management Team.

The Manager must reply within 10 working days from the date of the grievance first being raised. If it is not possible to respond within this period, the Manager will write to give an explanation for the delay and specify a time when a response can be expected.

Stage 2

If the matter is not resolved at Stage 1, the member of staff is entitled to raise the matter in writing with the Human Resources Manager, who will convene a sub-committee which will hear the matter within 10 working days from the date of the notification to the HR Manager.

The member of staff must take all reasonable steps to attend this meeting; he/she also has a statutory right to be accompanied in these proceedings. The decision will be issued in writing and the employee will be notified of their right to appeal

Stage 3

If the matter is not resolved at Stage 2, the member of staff is entitled to raise the matter with the Director within 10 working days from the date of the decision. The Director will convene a further meeting within 10 working days of receiving notice of the employee's wish to appeal; the employee must take all reasonable steps to attend this meeting, and may exercise their statutory right to be accompanied. The programme director will inform the employee in writing of the result of the appeal.

Where the grievance is against the Director, the matter should be raised with the Chair of the LSx Board, currently Martin Pilgrim.

If the grievance remains unresolved, the matter may be referred to the Advisory Conciliation and Arbitration Service for conciliation.

Exceptions and further advice

In certain exceptional cases the grievance procedure will not apply, or the modified statutory grievance procedure will apply. Please contact Operations Coordinator or the ACAS Code of Practice on Disciplinary and Grievance Procedures for further advice.

Confidentiality and Data Protection

Grievance procedures are confidential. The associated records should be treated as confidential records and kept in accordance with the Data Protection Act 1998.