



Al-Burhan Security

Al-Burhan Security Mansour COMPLAINS & GRIEVANCE POLICY	Doc. No	HR-005- COMPLAINTS & GRIEVANCE POLICY
	Rev. No	3
	Rev. date	08/06/2020

DOCUMENT REVISION CONTROL AND AMENDMENT RECORD

ISSUE AND REVISION			REVISION INCORPORATED	
Rev. No.	Date	Brief description	Date	Name
2	21/05/20	Updated	21/05/20	M Aggar
3	8/06/20	Update	8/06/20	M Aggar
4				
5				
6				
7				

CONTENTS

PURPOSE.....	3
GUIDLINE	3
REQUIREMENTS	4
PROCEDURES.....	4
INFORMAL PROCEDURE.....	4
FORMAL PROCEDURE	4
The written statement.....	4
Meeting.....	5
Appeal	5
RIGHT TO BE ACCOMPANIED	5



PURPOSE

1. The objective of the Complaints and Grievance procedure is to promote good internal and external stakeholder by the prompt resolution of complaint and grievances. Complaints and grievances may relate to any concerns, problems or complaints stakeholders may have in relation to any aspect of your employment or engagement with the business or a decision made about your employment including terms and conditions, relationships at work, harassment, new working practices, changes within the organisation and equal treatment.

GUIDLINE

2. This Complaints and Grievance procedure is a guide to the way in which the Company will normally operate and will be followed by the Company where practicable but the Company may depart from it at its discretion.

3. Where raising a complaint or grievance with the business is inappropriate, or if you are uncertain, with whom you should raise a grievance, you should seek informal counselling from the HR department or General Manager who will agree with you on how best to proceed.

4. Complaints or Grievances will be handled as promptly as possible in the circumstances. Unless stated otherwise in this procedure, you should receive a response to your grievance, at any stage of the procedure, within 5 working days. However, the Company will need a reasonable opportunity to consider your complaint or grievance and where it is not possible to respond to your grievance within the timeframe stated you will be given an explanation for the delay and informed when a response can be expected.

5. You must take all reasonable steps to attend any meeting under this procedure. If you cannot attend a meeting you should inform the Company as soon as possible and in advance of the meeting and give the reason for your non-attendance. As an employee you have the right to be accompanied at any meeting under the Grievance procedure by a work colleague of your choice.

6. You have the right to appeal against any decision made under the formal procedure of this policy.

7. The Company will keep a record in your personnel file if an employee or an external individual of any complain or grievance raised and of the Company's response, including any action taken and the reasons for it. This will include keeping copies of any notes of meetings and correspondence. These records will be kept confidential.

REQUIREMENTS

PROCEDURES

8. One or both of the following procedures will normally be observed in dealing with grievances raised by employees:

INFORMAL PROCEDURE

9. Depending on the circumstances, an informal approach to dealing with a complaint or grievance may be the most appropriate first step and as a matter of course, an informal approach to resolution should normally be explored before a grievance is dealt with through the formal procedure.

10. Complaints / grievances that relate to personal relationships are often resolved quickly through constructive conversations between the parties involved. You should approach either your Manager, the General Manager or the HR department if you would like advice on how to deal with particular situations.

11. If a complaint or grievance is raised informally either with your Manager or the HR department if an employee or the General Manager if a third party, it should be discussed at an informal meeting, or in the case of an external stakeholder this could be over the telephone, and a note of that meeting should be kept.

12. You should be aware that raising a matter informally if an employee with your Manager or the HR department may lead to a situation in which, depending on the nature of the issue, the person dealing with it may have no alternative but to take some form of action. In certain circumstances, it may not be possible to have an “off the record” conversation.

13. If it is concluded that an informal approach would not be appropriate, or having addressed the grievance informally the problem has not been resolved satisfactorily, then the grievance should be raised through the formal procedure set out below.

FORMAL PROCEDURE

The written statement

14. If as an employee you wish to raise a formal grievance, you should do so in a written statement giving full details of the grievance and the basis for it. The statement should be sent to the Company and addressed to your Manager. If your grievance relates to your Manager, you can raise your grievance with the HR. The Company will not be able to progress the grievance procedure until this requirement has been complied with and the formal procedure will not be triggered until the Company has received full written details of the grievance.

Meeting

15. In the case of an employee your Manager will invite you to a meeting to discuss your grievance. You have the right to be accompanied at the meeting by a colleague. You will have the opportunity to explain your case and your Manager will ask you questions. Following the meeting, your Manager will respond in writing to you with his/her decision, including any action to be taken.

Appeal

16. If you wish to appeal against the decision provided to you following your meeting, you may do so in writing to the HR within five working days of you being notified of the decision following the meeting stage.

17. On receipt of written notice of an appeal, a detailed investigation into the grievance and the outcome of the meeting will be carried out. The investigation may involve interviews with appropriate people. The investigation will be carried out by either the GM or Ops Manager.

18. You will then be invited to attend a meeting to discuss the grievance. Again, you have the right to be accompanied by a colleague. You will have the opportunity to explain your case and the GM or Ops Manager will have the opportunity to ask you questions.

19. Following the meeting, you will be informed in writing of the final decision on the grievance. This will normally take place within 5 working days of the meeting. This decision will be final and binding and there is no right of appeal from this decision.

RIGHT TO BE ACCOMPANIED

20. In the case of an employee a work colleague for the purposes of the right to be accompanied is someone who is a fellow worker (i.e. also employed by the Company). If you wish to be accompanied by a work colleague, you must make a request in writing to the person conducting the meeting, which must identify the work colleague. Your choice of work colleague must be reasonable in that they should not cause a conflict of interest or prejudice the meeting.

21. The request must be made in good time prior to the meeting. In certain circumstances the Company reserves the right to veto your choice of work colleague if their attendance may prejudice the effective progress of the disciplinary procedure. If the work colleague is not available at the date/time proposed for the meeting, you may propose an alternative date so long as it is reasonable. The proposed alternative date must fall no later than five working days after the date originally proposed by the Company for the meeting.

22. Where you are accompanied at a meeting by a work colleague who is also employed by the Company, the work colleague is entitled to take reasonable time off for this. The role of the work colleague is to provide you with support and he/she may participate in the meeting e.g. by asking questions. The work colleague may also, if desired, have an opportunity to

confer privately with you for a reasonable time during the meeting. The work colleague may not, however, answer questions on your behalf without the consent of the person conducting the disciplinary meeting or address the meeting if you do not wish it or prevent the Company from explaining itself.

