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## rievance Procedures

Disciplinary and grievance procedures provide a clear and transparent framework to deal with difficulties which may arise as part of a working relationship from either an employer's or employee's perspective.

They are necessary to ensure that everybody is treated in the same way in similar circumstances, to ensure issues are dealt with fairly and reasonably, and that employers are compliant with current legislation for handling disciplinary and grievance issues.

Because of the resource heavy nature of facilities management it is important that FMs fully familiarise themselves with their organisations grievance procedures and related disciplinary codes.

Grievance procedures are needed to provide individuals with a course of action should they have a complaint which they are unable to resolve through regular communication with their line manager. They should also provide points of contact and timescales to resolve issues of concern and try to resolve matters without recourse to an employment tribunal.

Since 6 April 2009 the important statutory provisions governing discipline and grievances at work are to be found in The Employment Act 2008 and The Employment Tribunals (Constitution and Rules of Procedure) (Amendment) Regulations 2008.

Numerous other pieces of legislation cross refer to discipline and grievance issues. Some important examples include The Employment Rights Act 1996, The Employment Rights Dispute Resolution Act 1998, The Employment Relations Act 1999 and The Employment Rights Act 2004.

Employers' own disciplinary, grievance and dismissal procedures are essential to ensure that good dispute handling behaviour is adopted. By law, each employee must be informed of the name of the person to whom they should apply to seek redress for a grievance and how they should make this application.

This information can be included in the employee's written statement or the written statement may refer the employee to a document where they may read it, e.g. in a staff handbook. Grievance procedure do not automatically form part of an employment contract. Therefore, an employee cannot claim breach of contract if it is not followed. However, if the employer chooses to make your procedure contractual and it is not followed when dealing with a grievance, the employee could bring a breach-of-contract claim.

*The Advisory, Conciliation and Arbitration Service (ACAS) website [www.acas.org.uk](http://www.acas.org.uk) has a lot of useful information on grievance procedures and dispute resolution*