



GRIEVANCE PROCEDURE A NATIONAL AGREEMENT BETWEEN ROYAL MAIL AND THE CWU

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Introduction.

This procedure details what action an employee should take if he/she wishes to pursue a grievance relating to his/her employment on a matter for which there is no separate appeals procedure. A grievance refers to a dissatisfaction with some matter affecting the employee personally, for example with some aspect of his/her working conditions or an equal opportunities issue.

Stage one.

An employee should in the first instance raise the grievance with his/her immediate line manager, either orally or in writing. However, where an employee's grievance lies with his/her immediate manager, then exceptionally employees may proceed immediately to stage 2.

Stage two.

If the employee is not satisfied with the stage 1 response and wants to proceed further he/she should put his/her grievance in writing to his/her second line manager.

Stage three.

If an employee is not satisfied with the stage 2 response, he/she may within 10 days put his/her grievance in writing to the Divisional Personnel Director who will nominate a manager, (not lower than JV2) to deal with the grievance. The Divisional Personnel Director will take account the particular nature of the grievance in deciding who should respond. The nominated manager will be from the line management, from Personnel or the employee's function generally. If the nominated manager is from the line, then the nominated manager will be supported by a manager from personnel (not lower than JV2) whose remit will be to provide an independent view on the case to the line manager whose decision will be final.

1. Representation.

Written representation on the employee's behalf may be made by a friend who at stage 1 may be the local representative from the same location and who at stage 2 & 3 may be the local (Area) Union Representative. In addition at the stage 3 face to face discussions the employee may be accompanied by a friend who may be the local (Area) Union representative.

2. Time Scales.

The response to a grievance should normally be made within the following time limits:

Stage 1; Orally or in writing, 2 to 3 working days after the matter has been brought to the attention of the first line manager.

Stage 2; In writing, not more than 10 working days after the matter has been brought to the attention of the next line manager.

Stage 3; In writing, not more than 10 working days after the matter has been brought to the attention of the manager nominated by the Divisional Personnel Director.

If it is not possible to respond within the time-scales, the employee will be informed of the reason for the delay. The time-scale at stage 3 will normally be extended when the employee has requested to meet the nominated manager.

3. Points of principle.

When the CWU consider that a point of principle is involved the Union may raise the matter with SHQ after the completion of stage 3.

4. Equal Opportunities.

An employee with an Equal Opportunities grievance may wish to seek guidance from his/her local Personnel Manager or their Divisional Equal Opportunities Manager.

5. Approaches to outside persons.

An employee may obtain advice from outside Royal Mail to make a complaint to a statutory body (such as the Commission for Racial Equality, the Equal Opportunities Commission). An employee may also ask an outside person to take up the case on his/her behalf after the grievance procedure has been exhausted.

6. Access to documents.

An employee may request to see personal and other documents directly relevant to the case. Where it is not possible or practical for a local Manager to agree to release particular document(s) access to see the document(s) rather than copy it/them should not be unreasonably denied. The decision to give access will be taken against the need to ensure the employee's grievance is dealt with fairly and properly whilst recognising the need for confidentiality and security.