



Beccles and Sibson Skydivers Grievance Policy

Amendment	Version	Date	Page	Incorporated By

Contents

1. Policy Statement	2
1.2 Scope.....	2
1.3 Informal Procedure	2
1.4 Formal Procedure.....	2
1.5 Grievance Meeting.....	3
1.6 Appealing the Decision.....	3
1.7 Other Complaints	3
2. Disciplinary Procedure	3

2.1 Informal Process.....	4
2.2 Formal Process.....	4
2.3 Appeal	4

1. Policy Statement

Beccles and Sibson Skydivers is committed to being fair and transparent in all its business endeavours. Beccles and Sibson Skydivers will deal with all grievances fairly, effectively, and promptly. This policy sets out the process that you should follow if you have a complaint about matters related to your work, working conditions or how you are being treated at work. All employees are protected from discrimination as a result of raising a grievance provided that the grievance is raised in good faith and without malicious intent.

1.2 Scope

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, apprentices, and partners. The policy extends to visitors and customers of Beccles and Sibson Skydivers.

This policy covers matters pertaining to HR (Human Resources) issues including pay, working hours, and conditions.

This policy does not cover issues related to health, safety, welfare or safeguarding. These are covered under separate policy and procedure documents.

1.3 Informal Procedure

If you have a problem, you should normally start by speaking to the operations manager. If this is not appropriate (for example, because your complaint involves the operations manager), you should take your issue to senior management (Directors). You may be able to agree a solution between you.

1.4 Formal Procedure

If are not satisfied with the manager's response or the matter is serious and you want us to deal with it formally, you can raise a formal grievance. To do this, you should put the grievance in writing and send the letter to your line manager, or senior management (Directors) if appropriate.

1.5 Grievance Meeting

The operations manager will arrange a meeting with you to discuss your grievance and to try to resolve the issues. You can be accompanied by a colleague at the meeting if you make a reasonable request.

We will aim to hold the meeting within 5 working days of receiving your written grievance but we may delay if it is reasonable to do so. You and your companion should make every effort to attend.

The manager may sometimes need to adjourn the meeting to investigate the matter further.

Following the meeting, the operations manager will write to you setting out the action that they are taking.

1.6 Appealing the Decision

If you are unhappy with the operations manager's decision, you can appeal. You must write to the ops manager within 5 days and state the grounds on which you wish to appeal.

We will arrange an appeal hearing. Whenever possible, this will be held by a senior manager (Director). You have the same right to be accompanied at the appeal meeting. We will inform you of the outcome of the appeal in writing and that decision will be final.

1.7 Other Complaints

If you have a complaint about an action we are taking under our disciplinary, performance management, attendance or performance procedure, you should lodge an appeal as set out in that procedure. If you have a concern about malpractice, you should raise this under our whistleblowing procedure.

2. Disciplinary Procedure

2.1 Informal Process

If the organisation believes that there is good reason to carry out an informal disciplinary process against an individual or individuals, the operations manager will arrange a meeting with those individual(s). The idea of this meeting is to ensure that an understanding is reached as to how the individual(s) can meet a required standard.

This meeting will be recorded and kept on record for one year. Both the employee and manager will sign the record of interview which should clearly set out the content of the discussion and any actions required by both parties.

If there is reason to dismiss an individual or individuals from employment or to cease a contract of employment, the record(s) of discussion can be used as evidence of non-compliance.

2.2 Formal Process

If the organisation believes that there is grounds for a formal reprimand against an individual or individuals, the individual(s) may be suspended from working with immediate effect. This could be as a result of an infringement of safety procedures or a breach of the organisational code of conduct. If necessary and appropriate, a meeting will be arranged with the individual(s) to establish the facts and to ensure that the individual(s) understand the gravity of the situation and their actions.

If the incident does not lead to dismissal or cease of contract, the record of the formal reprimand will be kept on record for three years and may be used in any subsequent dismissal or cessation of contract.

2.3 Appeal

If an individual believes that the informal (Record of Discussion) or formal reprimand has been issued unjustly, the individual(s) are entitled to appeal. The appeal should be raised to the operations manager but may be escalated to senior management level (Director).