

# **APEX MARTIAL ARTS GRIEVANCE POLICY**

## **Purpose**

The purpose of this Employee Grievance Policy is to establish a clear and fair procedure for addressing any grievances or concerns that employees may have at Apex Martial Arts. We are committed to maintaining a supportive and positive work environment, and we believe that open communication and prompt resolution of issues are essential to achieving this goal.

## **Scope**

This policy applies to all employees of Apex Martial Arts in the United Kingdom. It covers grievances related to working conditions, terms of employment, workplace relationships, harassment, discrimination, or any other employment-related matters.

## **Policy Statement**

Apex Martial Arts is dedicated to treating all employees with respect and dignity, and we are committed to providing a workplace where issues can be raised without fear of retaliation. We encourage employees to raise any grievances promptly so that we can address them in a timely and appropriate manner. This policy outlines the steps for raising and resolving grievances within our organisation.

## **Informal Resolution**

In many cases, grievances can be resolved informally through open communication between the parties involved. We encourage employees to discuss their concerns directly with the person(s) involved or with their immediate supervisor/manager. This may lead to a swift and satisfactory resolution without the need for formal procedures.

## **Formal Grievance Procedure**

If an employee is unable to resolve their grievance informally, they may follow the formal grievance procedure outlined below:

### **Step 1: Written Grievance**

The employee should submit a written grievance to their immediate supervisor/manager, or business owner if the grievance involves their direct manager. The written grievance should include:

A detailed description of the issue

The names of any individuals involved

The impact of the issue on the employee

Any attempts made to resolve the issue informally

The desired outcome or resolution

## **Step 2: Acknowledgment and Investigation**

Upon receiving a written grievance, the supervisor/manager will acknowledge receipt within five working days. They will then conduct a thorough investigation, possibly involving an impartial 3rd party, which may include interviewing the employee, any individuals involved, and any witnesses. They may also review relevant documentation and records.

## **Step 3: Grievance Meeting**

Within ten working days of acknowledging the grievance, the supervisor/manager or HR representative will arrange a grievance meeting with the employee. The employee has the right to be accompanied by a work colleague or trade union representative at the meeting. The purpose of this meeting is to discuss the grievance, gather further information, and explore possible resolutions.

## **Step 4: Decision and Resolution**

Within five working days of the grievance meeting, the supervisor/manager or HR representative will provide the employee with a written response outlining their decision and any proposed resolution. If the employee is not satisfied with the decision, they may appeal the decision within five working days of receiving the written response.

## **Step 5: Appeal Process**

If the employee wishes to appeal, they must submit a written appeal to a higher-level manager or another designated HR representative. The appeal should detail the reasons for the appeal and any additional information or evidence to support their case. An appeal meeting will be scheduled within ten working days of receiving the appeal, and a final written response will be provided within five working days of the appeal meeting.

## **Confidentiality and Record-Keeping**

All grievances will be treated confidentially, and information will only be shared on a need-to-know basis. Records of grievances and their outcomes will be maintained in the employee's personnel file in accordance with data protection regulations.

## **Non-Retaliation**

Apex Martial Arts prohibits any form of retaliation against employees for raising a grievance or participating in the grievance process. Any employee found to have engaged in retaliatory behaviour may be subject to criminal proceedings.