

# THE KILMARNOCK LEISURE CENTRE TRUST

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## T/A THE GALLEON CENTRE



## GRIEVANCE PROCEDURE

### The Policy

This policy is designed to ensure that the KLCT deals with Employee grievances in a timely and fair manner. The policy sets out how an Employee should raise their grievance and what level of management will deal with their issue.

It is not appropriate for Employees to raise a grievance in relation to a disciplinary sanction taken against them, such matters should be dealt with through the disciplinary appeal process instead.

### The Policy in Operation

Employees who feel that they have been unfairly treated by the KLCT or who feel they have been bullied, harassed or discriminated against should use this policy to raise their concerns with management. The KLCT will endeavour to deal with all such grievances quickly, fairly and sensitively.

### **Informal Stage**

Employees should firstly raise any grievance either verbally or in writing with their immediate line manager explaining to them the reasons for their grievance. It may be helpful for both the Employee and the manager to keep a brief note of any informal discussions. If the matter cannot be resolved by discussion at this stage, or if the matter relates to the Employees' line manager then the matter may be raised through the formal process set out below.

### **Formal Stage**

If the Employee is dissatisfied with the response received following the informal stage, or if the Employee feels unable to raise the matter with his/her line manager, he or she should raise the grievance in writing with the next level of management. Where possible the Employee should set out in detail the issues relating to their grievance to allow a full investigation to take place. The senior manager will arrange to meet with the Employee at the earliest practical opportunity to discuss all of the grievance issues and to give the Employee the opportunity to have their say. Once the manager has met with the Employee they will carry out any further investigations that are deemed necessary and respond in writing within five working days of this meeting. The letter shall set out the findings of the manager and whether the grievance has been upheld or not.

### **Appeal**

If the Employee remains dissatisfied with the response following the second stage, he or she may raise the grievance with the General Manager. The General Manager will again meet with Employee and review the response to the grievance. Following the meeting the

General Manager will carry out any further investigations that they deem necessary and aim to respond with an outcome within five working days. The decision of the General Manager will be final.

Employees should note that where the matter is complicated or detailed, or where it involves a number of other Employees, it may not be possible for the KLCT to respond within the 5 day timescale set out above. In these circumstances the manager will communicate the reason without any delay to the Employee and will seek to respond as soon as is practicable in the circumstances.

***Right to be Accompanied***

Employees have the right to be accompanied to any meetings by a fellow Employee or appropriate trade union official at all stages of this procedure.