

# Good Neighbours Community Transport



## Disciplinary and Grievance Procedures

8<sup>th</sup> February 2012

Registered Charity No: 1129855  
Company Ltd by Guarantee Reg. No 6749402

Disciplinary Procedure

Disciplinary rules and procedures help to promote orderly employment relations as well as fairness and consistency of treatment of individuals. Employers are legally required to have disciplinary procedures.

Cases of minor misconduct or unsatisfactory performance will be dealt with by the Manager of Good Neighbours Community Transport. If this does not bring about an improvement or a situation where matters are more serious then the Disciplinary procedure will be used.

### **Disciplinary Procedure Stages.**

Where it is necessary to use the disciplinary procedure the following stages will be followed.

**Stage 1** – Verbal warning. If conduct or performance does not meet acceptable standards then the employee will normally be given a formal VERBAL WARNING by the Manager. A note of this warning will be kept on the personal file but will normally be disregarded for disciplinary issues after 6 months subject to satisfactory performance and conduct. The employee will be advised of the reason for the warning, that it is the first stage of the disciplinary procedure and of his or her right to appeal.

**Stage 2** – Written warning. If the offence is serious or if a further offence occurs, a WRITTEN WARNING will be given by the Manager. This will give details of the disciplinary issue, the improvement required and the timescale involved. It will warn that action under stage 3 will be considered if there is no satisfactory improvement and will advise of the right to appeal. A copy of this written warning will be held on the personal file but will normally be disregarded for disciplinary issues after 12 months subject to satisfactory performance and conduct.

**Stage 3** - Final written warning or disciplinary suspension. If there is still failure to improve and conduct or performance is still unsatisfactory, or the misconduct is sufficiently serious to warrant only one written warning but insufficiently serious to justify instant dismissal (in effect both first and final warning) a FINAL WRITTEN WARNING will normally be given. This will be given by the Manager, giving details of the disciplinary issue and will warn that dismissal will result if there is no satisfactory improvement and will advise of the right to appeal. A copy of this final warning will be kept on the personal file but it will normally be disregarded for disciplinary purposes after 12 months (in exceptional cases the period may be longer) subject to satisfactory performance and conduct.

**Stage 4** – Dismissal. If performance or conduct is still unsatisfactory and still fails to reach the prescribed standards DISMISSAL will normally result. Written reasons for dismissal will be provided, the date for the termination of employment and the right to appeal. An employee has the right to have another colleague to accompany them.

### **Grievance Procedure**

The grievance procedure is in place to resolve disputes between colleagues. It is only intended to be used when informal routes have been unsuccessful. Resolution by informal discussion with the Good Neighbours Community Transport Manager, together with the relevant people will always be the preferred option. However where no resolution is forthcoming the following stages will be used.

### **Grievance Procedure Stages.**

Where it is necessary to use the grievance procedure the following stages will be followed.

**Stage 1.** You should formally advise Good Neighbours Community Transport Manager Alan Lund or a member of the Management Committee of your grievance in writing. He/she will arrange to meet you and discuss your grievance. If it is not possible to resolve your grievance in this meeting then you should follow stage 2.

**Stage 2.** A meeting will be arranged between you, the Manager or a member of the Management Committee and anyone else involved in the situation in order to establish the facts of the case. He/she will then advise you within 5 working days of his/her decision for resolving the grievance. If you are unsatisfied with this decision you should follow stage 3.

**Stage 3.** Report your grievance in writing to the Management Committee. They will advise you within 5 working days of their decision. The final decision will be made by the consensus of the management committee. This is the final stage in the grievance procedure and the Management Committee's decision will be final.

At each stage in the procedure you may be accompanied by another colleague in any meeting to discuss the grievance.