

GRIEVANCE POLICY

HR 10

POLICY STATEMENT AND PURPOSE

We believe that the opportunity to raise a concern or issue is a key component of effective communication and encourage staff and managers to hold a regular dialogue on matters of mutual concern in order to improve understanding and identify solutions to problems. Through such dialogue most issues of contention or dissatisfaction can be resolved early and without the need for a formal process. However, on occasion this may not be possible in which event it is the Channel's policy to offer a formal procedure through which grievances can be heard.

SCOPE

This policy applies to all Channel 4 employees. Self-employed freelancers, contractors or agency staff should raise any issues with their Channel 4 contact.

Complaints related to bullying or harassment are not covered by this procedure and are dealt with under our [Dignity at Work Policy](#).

GUIDING PRINCIPLES

- We take grievances seriously and will investigate them in an objective and factual manner through the [Grievance Procedure](#).
- There is no 'presumption of guilt or blame' on the person raising the grievance, in fact we would far rather someone airs a grievance than remain silent and dissatisfied, particularly where the grievance concerns a matter of health and safety.
- Individuals have the right to be assisted/accompanied by a work colleague or Trade Union Representative at the grievance meeting. As this is an internal matter it is not appropriate to have a family member, friend or Solicitor present.
- The process will be followed as swiftly as possible and normally a decision made within 10 working days of the grievance being raised.
- Special arrangements will be made for shift-workers working outside normal working hours or staff with disabilities requiring assistance.

RESPONSIBILITIES

Everyone has a responsibility to raise matters of concern with their manager and to allow them an opportunity to resolve such matters prior to instigating a formal grievance. Anyone raising a grievance has a duty to do so honestly, accurately and without malice against anyone else.

Managers are responsible for encouraging staff to raise matters of concern, to identify the causes and then to try and resolve them satisfactorily.

Heads of Department are responsible for ensuring that their managers understand the importance of good communication and of managing grievances effectively, providing coaching and/or training where appropriate.

Human Resources Officers are responsible for advising on specific cases and on the procedure to be followed. They will be involved in any formal grievance meetings and support the process administratively.

DEFINITIONS

A grievance is not a problem, but a sense of dissatisfaction with the solution to a problem or the fact that a solution has not been found at all.

Below are some examples of typical grievances:

- Dissatisfaction with treatment by management or colleagues*
- Dissatisfaction with pay and conditions
- Dissatisfaction with working practices or conditions
- Concerns about health and safety

*excluding complaints related to bullying or harassment, see Dignity at Work Policy

The [Whistleblowing Policy](#) should be referred to for all and any concerns or issues which involve possible malpractice, corruption or illegal acts, damage to the environment or breach of health and safety regulations.

Other References: [Grievance Procedure](#)
[Dignity at Work Policy](#)
[Whistleblowing Policy](#)

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