

ENGLISH TOURING OPERA

GRIEVANCE PROCEDURE

1 ABOUT THIS PROCEDURE

- 1.1 Most grievances can be resolved quickly and informally through discussion with your Line Manager. If your grievance concerns your Line Manager, you should discuss it with the Executive Director. If this does not resolve the problem you should initiate the formal procedure set out below.
- 1.2 This procedure applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors.
- 1.3 This procedure does not form part of any employee's contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.
- 1.4 If you have difficulty at any stage of the procedure because of a disability, you should discuss the situation with your Line Manager as soon as possible.

2 STEP 1: WRITTEN GRIEVANCE

- 2.1 You should put your grievance in writing and submit it to your Line Manager. If your grievance concerns your Line Manager you may submit it to Executive Director.
- 2.2 The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it.

3 STEP 2: MEETING

- 3.1 We will arrange a grievance meeting as soon as practicable after receiving notification of your grievance. You should make every effort to attend.
- 3.2 You may bring a companion to the grievance meeting. You should tell us the name of your chosen companion in advance. The companion may be either a trade union representative or a colleague.
- 3.3 If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.
- 3.4 We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.
- 3.5 We will write to you as soon as possible to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal.

4 **STEP 3: APPEALS**

- 4.1 If the grievance has not been resolved to your satisfaction you may appeal in writing, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.
- 4.2 We will hold an appeal meeting as soon as practicable after receiving notification of your appeal. This will be dealt with impartially by an employee who has not previously been involved in the case. You will have a right to bring a companion (see paragraph 3.2).
- 4.3 If you raise any new matters in your appeal, we may need to adjourn the meeting to carry out further investigation, after which the meeting will usually be reconvened.
- 4.4 We will confirm our final decision in writing. There is no further right of appeal.

ADOPTED

ETO Board Meeting 14.08.18

Signed



TO BE REVIEWED 17.06.19