



Grievance Procedure

This procedure does not form part of an employee's contract of employment with the OCOSC.

1.1 Purpose

From time to time misunderstanding or grievances may arise. It is hoped that in most cases these can be resolved through informal discussion with a person to whom the aggrieved employee reports or any of the OCOSC Directors. If, however, the employee feels strongly about any issue or problem and cannot resolve the grievance by informal means he or she should invoke the procedure outlined below. All grievances will be dealt with seriously and confidentially as far as possible. The employee should not fear victimisation for making, or being involved in, a complaint. The employee will be given the opportunity to put his or her case at each stage of the procedure.

1.2 Procedure

Stage 1

If an employee has a grievance relating to his or her employment he or she should initially put their grievance, in writing, to a person (or the person) to whom the employee directly reports. That person will deal with the grievance (or arrange for it to be dealt with by some other appropriate person) and a grievance hearing will be arranged. The employee must inform the person to whom the grievance is put in sufficient time to give the person the opportunity to consider the information. A response will be provided in writing, normally within 10 working days of the grievance hearing. The response will notify the employee of his or her right to take the grievance to stage 2 if he or she is not satisfied with the response.

Stage 2

If the grievance cannot be resolved at Stage 1, the employee should put the matter in writing to any of the OCOSC Directors. The OCOSC Director notified will deal with the grievance (or arrange for it to be dealt with by some other appropriate person). A grievance hearing will be arranged, normally within 15 working day of the grievance being put in writing. A response will be provided in writing, normally within 10 working days of the hearing. The response will notify the employee of his or her right to take the grievance to stage 3 if he or she is not satisfied with the result.

Stage 3

If the employee is still dissatisfied with the outcome, the employee should put the matter in writing to the Chairperson of OCOSC Board of Directors. The Chairperson will deal with the grievance (or arrange for it to be dealt with by some other appropriate person). A grievance hearing will be arranged, normally within 15 working days of the grievance being put in writing. A response will be provided in writing, normally within 10 working

days of the hearing. The response will notify the Employee that the decision at Stage 3 is the final stage of the grievance procedure.

1.3 Time limits

Where it is not possible to meet a specified time limit, the employee will normally be given an explanation for the delay and told of a revised time limit.

1.4 Alternatives under specific circumstances

If at stage 1 the employee's grievance concerns the person whom he or she should approach, the employee may instead approach any of the OCOSC Directors.

If at stage 2 the employee's grievance concerns a particular OCOSC Director, the employee may instead approach any of the other OCOSC Directors.

If at stage 3 the employee's grievance concerns the Chairperson of the OCOSC Board of Directors, the employee may instead approach B.A.N.D or OFSTED.

1.5 Right to be Accompanied

The employee has the right, if he or she wishes, to make a reasonable request, that a fellow worker or trade union official accompany him or her to any grievance hearing. The employee's chosen companion may address the hearing and confer with the employee during the hearing, but is not there to answer questions on the employee's behalf. It is the responsibility of the employee concerned to ensure that his or her chosen companion is will so to act. If the employee's chosen companion works at the OCOSC, he or she will be permitted to take a reasonable amount of time off to accompany the employee at a grievance hearing.

The OCOSC will reschedule a grievance hearing if the employee's chosen companion would not be available at the time proposed for the hearing by the OCOSC and the employee proposes an alternative time which is reasonable at which he or she would be available and which falls before the end of the period of 5 working days beginning with the first working day after the day proposed by the OCOSC.

The right to be accompanied by a trade union official is a statutory right. Accompaniment by a trade union official does not however constitute any form of recognition (as a matter of fact or otherwise) by the OCOSC or the union.

Reviewed by: Ebi Cole

Date: August 2025

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