

OUR GRIEVANCE POLICY

WHO is this policy for?

- All Channel 4 employees. (Freelancers, contractors and agency staff should raise issues with their Channel 4 contact)
- This policy does not form part of any employee's contract of employment and we may amend it at any time

WHY is this policy important?

Because we take grievances seriously

It's good to talk. It's a cliché, but one that holds true if a grievance arises. Sitting down and having an informal chat with the right person (see below) should definitely be the first step.

In fact, most issues are resolved this way and constructive dialogue often bears fruit. But if this doesn't happen, we'll take things to the next level – and try to resolve things fairly, objectively, rigorously and quickly.

WHAT are the details of the policy?

What constitutes a 'grievance'?

- Any complaint from an individual about a decision a manager has made (or is about to make) that relates to them
- Typical grievances about an employee's work, their working environment or working relationships include:
 - Dissatisfaction with treatment by management or colleagues
 - Dissatisfaction with pay and conditions
 - Dissatisfaction with working practices or conditions
 - Concerns about health and safety

HOW do you now go about things?

Here's who's responsible for what

- **Employees** for:
 - Raising concerns informally with your manager first. That way, everyone can gain an understanding of the issue at hand and work towards resolving it informally
 - Raising a grievance honestly, accurately, and without malice against anyone else. It goes without saying, you won't be victimised for bringing a grievance
 - Asking HR for advice on how to have a difficult conversation. They'll also support you in raising your complaint
- **Managers** for:
 - Recognising what constitutes a grievance and taking it seriously
 - Identifying the causes of an employee's grievance
 - Encouraging employees to work towards resolving any concern

- Asking HR for advice and guidance – get them involved early on, and at the latest as soon as the complaint becomes formal
- **Heads Of Department for:**
 - Making sure their managers understand the importance of good communication – so they can manage grievances effectively, and provide coaching and/or training where appropriate
- **The HR Team for:**
 - Advising on cases and the procedure if a grievance goes to the next level. They'll:
 - Advise on any investigation which may be necessary
 - Be involved in any formal grievance meetings
 - Identify and, where possible, mitigate legal risks
 - Make sure there's a consistent approach across the business
 - Provide coaching and/or training where appropriate
 - Managing the situation if an employee isn't satisfied with the outcome of the grievance (e.g. they want to take it to appeal)

Using mediators

- These can be used at any stage in the grievance process, but are more effective if engaged early on
- A mediator could be from HR or someone else internally who's not involved in the issue. Or, depending on the circumstances, an external mediator may be used

What happens next?

- If you're formally submitting a grievance, you should do this in writing to your manager and send a copy to HR. If your grievance is against your manager, you should submit this in writing to your manager's manager and send a copy to HR
- A formal grievance should include a summary of the complaint, details and copies of any supporting evidence (including witnesses), details of any steps you've taken to resolve matters, and what resolution you'd ideally like to see
- HR will then find an appropriate manager to hear the grievance, arrange for a formal meeting to be held as soon as possible, and investigate (if necessary)
- At the formal meeting, the employee who's submitted the grievance will talk the hearing manager through their complaint
- The employee has the right to be accompanied by a colleague or trade union rep (no practicing lawyers)
- HR will be there to advise and ensure the process is correctly followed. There will also be a note-taker to record the meeting
- The hearing manager will then investigate the grievance
- Following the investigation, there will be an outcome meeting where the hearing manager will provide the person who submitted the complaint with a written copy of the outcome and talk them through it
- Employees will have seven days to appeal the decision

WHERE can you get related information?

- Any concerns or issues that involve possible malpractice, corruption or illegal acts, damage to the environment, or breach of health and safety regulations should be addressed through 'Speak Up' – our [Whistleblowing Policy](#)
- Also see our [Bullying & Harassment Policy](#). It's relevant if you haven't been treated with the appropriate degree of respect or dignity
- You may also find our [Appeal Policy](#) helpful

Policy owner:
Signed off by:
Next review date:

On: / /

