

UK Grievance Procedure

This procedure aims to provide a way for you to raise and resolve grievances fairly and speedily.

Zurich's procedure is in line with the Employment Act 2008 effective from 6 April 2009 and the ACAS Code of Practice.

- Grievances are concerns, problems or complaints that employees raise with their employers. Grievances can also be raised against performance ratings.
- Initially, always try to resolve any grievance informally by speaking to your manager.
- If it's not possible to resolve your grievance informally you should use the formal procedure which means you are required to put your grievance in writing.
- You have the right to be accompanied at any stage of the grievance procedure by a companion.
- If you believe that your grievance was not satisfactorily resolved you have the right of appeal.
- Appeals against a dismissal (other than constructive dismissal) should be raised via the Disciplinary or Redundancy Procedure not the Grievance Procedure.

Zurich Basics and Treating Customers Fairly

Our employment policies and procedures have been reviewed to ensure that they align and support Treating Customers Fairly. In all our employment policies and procedures we seek to demonstrate the values outlined in Zurich Basics. Zurich Basics provides a strong foundation for our work on ensuring that we treat our customers fairly. In particular with regards to the grievance procedure we aim to act with:

Integrity	<ul style="list-style-type: none"> • We treat everyone in a fair and honest manner. • We comply with all applicable laws, regulations and internal policies.
Excellence	<ul style="list-style-type: none"> • We aim for the highest quality and strive for continuous improvement in all that we do. • We test what we do and how we do it for fairness, diversity, trust and mutual respect.

Before starting the formal grievance procedure, you should try to resolve any issues informally. In many cases, you will find an informal discussion with your manager can lead to an immediate solution so making it unnecessary to use the formal grievance procedure.

Mediation provides an opportunity to resolve grievances in a confidential and informal way. The appropriateness of mediation will depend on the nature and the issues of the case and the willingness of both parties to participate and actively work together to resolve the issues. The option of mediation can be considered at any stage. Whilst mediation is ongoing any formal grievance proceedings will be held in abeyance. Please refer to HR Services for further information on mediation.

The grievance procedure, which is in line with statutory requirements and the ACAS Code of Practice, aims to provide a way for you to raise and resolve concerns, problems or complaints about your employment fairly and speedily.

You have the right to be accompanied at any stage of the grievance procedure. A companion can be either a work colleague, a trade union representative or an official employed by a trade union (see details below).

Submitting Your Formal Grievance

You should set out the basis of your grievance in writing to the person you report to without unreasonable delay. If your grievance is with that person you should go to the next level of management or HR. If your grievance relates to your performance rating please see details below.

The Meeting

The person you report to/or another manager (at the same or a higher grade) will consider your grievance, investigate as necessary and invite you to attend a formal meeting to discuss your grievance and how you think it may be resolved. The meeting will be arranged without unreasonable delay (ideally within 10 working days) of receiving your written grievance, at a time and place that are reasonable to you and your companion.

At the meeting you have the right to be accompanied. You and your companion (if you have chosen to be accompanied) should make every effort to attend this meeting.

It may be necessary to call an adjournment to enable the person hearing the grievance to get further information, advice or make further investigation.

After the meeting you will be notified in writing of the outcome, where appropriate any actions to be taken and your right of appeal.

The Appeal

If you're not satisfied that your grievance has been satisfactorily resolved you can appeal. You should let the person who heard your grievance know the grounds for your appeal in writing within 10 working days of the decision being notified to you.

A meeting to discuss your appeal will be arranged, without unreasonable delay (ideally within 10 working days) of receipt of your appeal, at a time and place that are reasonable to you and your companion.

At the meeting you have the right to be accompanied by either a colleague or a trade union representative. You and your companion (if you have chosen to be accompanied) should make every effort to attend this meeting.

Grievance appeals are handled by a senior manager (Grade 5 or above) and a member of HR (if appropriate) who have not so far been involved. The decision at this stage marks the final stage of the internal grievance procedure. You will receive formal notification of the outcome in writing.

Companions/Trade union representative

You have a statutory right to be accompanied to a grievance meeting/appeal meeting. A companion can be either a:

- work colleague, or
- trade union representative or an official employed by a trade union (the latter must have been certified by their union as being competent to accompany you).

To exercise your right to be accompanied you must first make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However it would not normally be reasonable for you to insist on being accompanied by a companion whose presence would prejudice the hearing nor would it be reasonable for you to ask to be accompanied by a companion from a remote geographical location if someone suitable and willing was available locally.

Companions can address the hearing in order to:

- put forward and sum up your case,
- respond on your behalf to any views expressed at the hearing,
- confer with you during the meeting,
- ask for an adjournment to consult with you.

Companions can't:

- answer questions on your behalf,
- address the hearing unless you wish them to do so,
- prevent you from explaining your case.

External representation e.g. a solicitor, relative or other non-employee (other than a trade union representative) will not be permitted.

Grievances Against Performance Ratings

You should try to resolve your grievance informally by speaking to your manager.

If it's not possible to resolve your grievance informally you should use the formal procedure. This means you are required to set out in full the details of your grievance in writing, to your manager, within one calendar month of having received notification (either verbally or in writing whichever is sooner) of your performance rating.

Any time spent raising the matter informally doesn't offset your need to meet the one month calendar deadline. Grievances received outside of the one calendar month deadline will only be considered in exceptional circumstances e.g. absences due to sickness or holidays.

Your manager may decide that your grievance is heard by another manager in the department/function i.e. a manager who has the authority to alter your performance rating.

The first stage of the formal procedure can be carried out without the need for a meeting. The manager hearing the grievance will make a decision based on the evidence you have put forward. You will be notified, in writing, of the outcome and where appropriate any actions to be taken.

If you don't believe that your grievance has been satisfactorily resolved you have the right of appeal as set out in this Grievance Procedure.

Collective Grievances

If a group of employees share a grievance and want to start the formal grievance procedure on a collective basis, they must first nominate an 'appropriate representative' i.e. a member of the group. Where a trade union is recognised it may be appropriate to nominate a trade union representative. Alternatively another elected employee representative could be nominated. If you and the manager(s) agree it's appropriate, more than one representative can be chosen.

The appropriate representative should set out the grievance in writing to the appropriate manager and HR and specify, the names of two or more employees on whose behalf the grievance is being raised.

Harassment and Bullying

Please refer to the Harassment & Bullying Policy.

Important Considerations

Notes of any meetings you attend will be provided to you. We will not permit any other recording of meetings e.g. audio/video recording.

In certain circumstances e.g. to protect a witness some information may be withheld.

The company reserves the right to exercise its discretion to decide whether to hear grievances or appeals received after the termination of an individual's employment.

At any stage in the grievance procedure the person hearing the grievance may require the presence of a third party e.g. another manager, a member of HR or a note taker.

Pension Grievances

Grievances about the pension scheme are dealt with separately. First talk to the person you report to. If they cannot resolve the issue, contact the ZPen team on 7727 5128 (0870 240 0177). If the ZPen team can't resolve the grievance then you may use the scheme trustees' formal pension dispute resolution procedure.