

STAFF GRIEVANCE

It is the objective of this policy to ensure that any grievances within JSS Recruiting are resolved by negotiation and discussion between the parties involved.

Management and employees of JSS Recruiting recognise that on occasions there will be persons within our organisation that will have a grievance that needs to be resolved in the interests of the person and the agency. Any person will have the right to a grievance being dealt with.

The steps for a grievance are set out below.

- 1.** The person(s) involved will seek to resolve the grievance with the person they have the grievance with. If the person involved does not want to approach the other party, they can approach JSS Recruiting management to discuss the grievance
- 2.** If Management is not involved at this time, and both parties have tried to resolve the grievance but have been unsuccessful, the Manager must be informed of the grievance
- 3.** The Manager must interview parties involved and try to reach a resolution that is satisfactory to everyone involved. Both parties are entitled to have a third party present if they so wish. The Manager will reach a decision within a 48 hour period or step 4 will apply
- 4.** If the person still feels aggrieved, then matter will be brought to the attention of all three Directors for a final decision. This decision will be final and will only be challenged by an industrial body.
- 5.** This whole process will take no longer than a 7-day period.

STAFF DISCIPLINE

- 1.** If disciplinary action is necessary within JSS Recruiting, a Director will notify the person(s) involved of the reason. The first warning shall be either verbal or written and documentation will be filed.
- 2.** If the problem continues then the matter will be discussed with all 3 Directors and a second warning given in writing. The warning letter will be documented and filed.
- 3.** If the matter is not resolved then the person will be asked to meet with all 3 Directors to resolve the grievance.
- 4.** In the event that the matter continues then legal advice may be required.

If documentation takes place regarding a disciplinary action then it is to be removed from the file after a period of twelve months provided no further incident has occurred.