



Grievance Policy

What this policy covers

A grievance is any concern, problem or complaint that you have in relation to your employment.

Where possible, you should try to settle any grievance informally with your manager at the earlier opportunity. Where any grievance is unable to be resolved informally, this policy sets out PT Academy's Grievance Procedure.

Your responsibilities

You have a responsibility to raise any grievances promptly and reasonably, assist PT Academy, if required, in any investigation of the matters raised in your grievance, follow the grievance procedure and attend all meetings arranged under it.

You may raise grievances either informally or formally. If you raise a grievance informally first, you may still raise the grievance formally subsequently if it is not resolved to your satisfaction.

PT Academy aims to deal with all grievances promptly and impartially, and to make all reasonable efforts to achieve a satisfactory outcome.

You have the right to appeal against a decision PT Academy makes in respect of a grievance raised by you. In these cases, PT Academy will make every effort for the grievance to be dealt with by a different manager to the person who dealt with the grievance initially.

PT Academy decision at the appeal stage is final and there is no further right of appeal.

Procedure

Dealing with grievances informally

If you have any grievance you should discuss this with your manager in the first instance, who will then attempt to resolve the situation on an informal basis.

If you feel unable to approach your manager directly, you should approach another manager or a more senior member of PT Academy, who will discuss with your ways of dealing with the matter.

If attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal grievance under the following formal procedure.

Your right to be accompanied at Grievance Meetings

At all formal stages of this procedure, you are entitled to be accompanied by a fellow employee or by a trade union official. Should you wish to be accompanied, you must notify PT Academy of the name and position of your chosen companion as soon as possible.



Formal Procedure

PT Academy will make all reasonable efforts to deal with formal grievances in a fair and consistent manner. While PT Academy will make every effort to settle any grievance within the time limits detailed in this procedure, this may not be possible on some occasions.

You must set out the nature of the grievance, and the full particulars of it, in writing. The written grievance should be submitted to your manager in the first instance, or to the person identified in your contract of employment. If your grievance is against your manager, you should submit it to another manager or a more senior member of PT Academy.

Attending the Grievance Meeting

You will be invited to a meeting to discuss the grievance, normally within five working days of PT Academy receiving your grievance. You must take all reasonable steps to attend this meeting.

Prior to the meeting, you should ensure that you are fully prepared to present your grievance, share any supporting evidence and answer any questions relating to the incident/circumstances in question.

Notification of the outcome

After the Grievance Meeting, an appropriate period of time may be taken to allow for any further investigation and/or the consideration of all the facts before a decision is reached. PT Academy will then, normally, inform you in writing of its decision regarding the raised grievance without unreasonable delay. The letter will also explain your right to appeal against any decision taken.

Appeals against grievance outcomes

If you are dissatisfied with a decision made regarding a grievance you have raised, you have the right of appeal. Whenever possible, the appeal will be dealt with by a different manager to the person who dealt with the grievance.

Your appeal must be made in writing, stating the reasons for the appeal, to the individual identified in the decision letter. This should be submitted no later than the end of the fifth working day after you received written notification.

The Appeal Meeting

PT Academy will arrange and hold an Appeal Meeting as quickly as possible, normally within ten days. You will be entitled to attend the appeal Meeting and will be given an opportunity to state your case.

You must take all reasonable steps to attend this meeting. If you feel that you have a legitimate reason as to why you cannot attend the meeting on the proposed date, you must contact the person named on the invitation letter to inform them of this fact immediately. The meeting may then be delayed to facilitate your attendance, if this is considered reasonable.



SAFEGUARDS FOR EMPLOYEES

1. PT Academy recognises that employees may sometimes be reluctant to raise concerns, and therefore stresses the following safeguards: Protecting the Whistle Blower (Whistle blowing Policy)
2. PT Academy will protect employees who raise a concern from harassment / victimisation (including informal pressures). It will investigate any claims of harassment / victimisation and depending on the outcome, may take disciplinary action.
3. Employees should only make allegations in good faith and where there is a reasonable suspicion that wrong-doing has occurred, is occurring or will occur. If it is established that an employee has made allegations maliciously or for personal advantage disciplinary action may be taken against that employee. Confidentiality
4. All reported wrong doings will be treated in confidence, with every effort made, PT Academy will not to reveal an employee's identity if they so wish. At the appropriate time, however, an employee may need to appear as a witness; in these circumstances appropriate support will be discussed with the whistle-blower.
5. Employees raising concerns under this policy, and any person to whom allegations are disclosed, must ensure that they maintain confidentiality.
6. Employees should put their name to an allegation whenever possible. All allegations will be investigated, although employees need to be aware that anonymous allegations are much less powerful and are more difficult to act upon. In considering an anonymous allegation, the following factors will be taken into account:
 - The seriousness of the matter raised.
 - The credibility of the allegation made.
 - The likelihood of obtaining information from other sources which can confirm the allegation.

WHO TO CONTACT TO RAISE A CONCERN

1. Employees should make it clear if they are raising an issue through the Whistle Blowing Policy. They should also, where possible, provide details of the allegation(s) in writing.
2. In most situations an employee should raise concerns about serious wrongdoing with the Centre Director or an appropriate senior colleague.
3. If the response is unsatisfactory, or the employee believes that the Centre Director or senior colleague is involved in the wrong doing, or has condoned or taken no action to stop it, the employee should raise the issue with the board of directors.
4. If an employee, for any good reason, feels it necessary to take the matter up outside of PT Academy, the following senior members should be notified:
The Centre Director or Lead IQA

Personal Trainer Academy – 92 Broad Street – B15 1AU – info@ptacademy.com – 0121 450 9917



Directors signature:

Dated:

Review date: 1st October 2019