

LONDON UNDERGROUND LIMITED

GRIEVANCE PROCEDURE

(The London Underground Grievance Procedure is set out in the Machinery of Negotiation and Consultation (February 2000) the following is an extract from that document)

Purpose

- 1.1** It is expected that most problems concerning an individual employee and his/her employment with London Underground Ltd will be dealt with satisfactorily in the course of the normal working relationship between the employee concerned and his/her immediate supervisor.
- 1.2** The purpose of the individual grievance procedure is to provide a framework for dealing promptly and fairly with problems which have not been sorted out through the normal working relationship. The objective is to settle the matter as near as possible to its origin.

Procedure

- 2.1** The procedure is as follows: -

Step I -

An employee with a grievance regarding any matter affecting his/her employment shall in the first instance raise it formally with his/her immediate supervisor/manager in writing. The supervisor/manager should respond in writing within 7 days.

Step II -

If the employee is not satisfied with the outcome at Step 1, he/she may then either:-

- raise the grievance themselves with the appropriate next level manager;
- or
- assisted by a local representative, raise the grievance with the appropriate next level manager;
- or
- assisted by a fellow employee in the local area, raise the grievance with the appropriate next level manager;

or

- ask the local representative to list the grievance for discussion at the next Local Level Committee, or Functional Council where there is no Local Committee.

Step III -

If the employee chooses to raise the grievance with the appropriate next level manager, with or without assistance, and considers the grievance has not been resolved, then the employee may:-

- raise the grievance themselves with the appropriate Human Resources (HR) or General Manager;

or

- assisted by a local or Functional Council representative or his/her full time trades union head office official, raise the grievance with the appropriate HR or General Manager;

or

- assisted by a fellow employee in the local area, raise the grievance with the appropriate HR or General Manager.

This will be the final stage in the individual grievance procedure.

- 2.2** A brief record of each stage will be kept.
- 2.3** If at any stage while considering a question under this procedure it becomes apparent that the question is one of collective application, it shall no longer be considered under this procedure but shall be referred to the appropriate level of the collective bargaining procedure.
- 2.4** Grievances of a collective nature will not be eligible for discussion through this individual grievance procedure; such cases are to be handled through the collective bargaining procedure. The staff concerned must refer the matter to their local representative, who will raise it with their local supervisor/manager as appropriate. Failing satisfactory resolution within 7 days, the matter then becomes eligible for discussion at Local Level.
- 2.5** Complaints of harassment (on the grounds of race, colour, nationality, gender, disability, sexual orientation, age or any other personal characteristic) will not be dealt with under these arrangements. They will be dealt with under the Harassment Procedure from the end of March 2000.

In the case of any other issue of a personal nature which the individual does not wish to raise either with the local supervisor or manager, the employee may raise the grievance with the appropriate manager responsible for employee relations in the group, area or depot concerned.