



WCA Cockermouth Limited

Employee Grievance & Disciplinary Process

10th January 2024

The aim of this process is to indicate the principles that will apply to enable WCA Cockermouth Limited (“WCA”) and its employees to handle any grievance and disciplinary situations that may arise.

While WCA is the employer of the Wordsworth Court Estate Manager and the Wordsworth Court Communal Housekeeper, WCA has contracted with Rowan Building Management Limited (“Rowan”) to provide core services, including maintenance and repairs, finances, compliance, and company secretarial services. Employees will report in the first instance to the Property Manager at Rowan, who will manage the employment relationship with the Estate Manager and the Communal Housekeeper, including operational matters, salary review and payroll. If there should ever have grievances, these should, in the first instance, be raised with the Rowan Property Manager.

Grievances - Informal First Steps

- Grievances should be raised promptly to allow them to be resolved quickly if possible in discussion with the Rowan Property Manager.
- Employees are encouraged to explain any grievance and how they think it could be resolved.
- Rowan will ensure that the timing/location of meetings are reasonable.
- Employees are entitled (where they reasonably request) to be accompanied to any grievance discussion or formal appeal hearing.
- Rowan, the employee raising the grievance and their companion, if any, should take all reasonable steps to attend grievance and appeal meetings.
- Records shall be kept detailing the nature of the grievance raised, Rowan’s response, any action taken, the reasons for that action and other information relevant to the process. These records shall be shared with those involved in the grievance discussion.
- There may be circumstances where Rowan and the employee feel it would be beneficial to involve a third party to help in resolving the issue, for example a mediator. In this instance the grievance process may be temporarily set aside to allow a mediation to take place. The WCA Policy on Resolving Disputes should then be followed.

Grievances - Formal Grievance Hearing

If it is not possible to resolve a grievance informally, the employee should raise the matter formally in writing with the Managing Director of Rowan. The written grievance should contain details of (a) the nature of the grievance and (b) how they feel it might be resolved.

The Rowan Managing Director will arrange a meeting with the employee to discuss the grievance. This will normally be held within 10 working days from receipt of the grievance. The employee will be invited to explain their grievance and how they think it might be resolved. The employee will be entitled to be accompanied at this meeting. Following the meeting, the Rowan Managing Director will, within 5 working days, advise the employee in writing what, if any, action Rowan have decided to take along with a full explanation of how the decision was reached. The employee should be informed that they can appeal to the WCA Board if they feel that the grievance has not been satisfactorily resolved.

Grievances - Appeal

If the employee wishes to appeal, they must contact the Board of WCA in writing stating their reason(s) for their appeal. This should be done within 5 working days of the grievance hearing decision being communicated in writing to them.

Within 5 working days of receipt of the appeal, a meeting will take place to consider it. The appeal will be conducted by the Chair of the Board of WCA. The employee will be entitled to be accompanied at this meeting.

Following the meeting, the Chair of WCA will advise the employee in writing of the outcome of the appeal, no later than 5 working days from the appeal being heard. The decision of the WCA Chair will be final.

If the grievance remains after the final decision, and if mediation had not been attempted earlier, the WCA Policy on Resolving Disputes may be applicable.

Disciplinary Process

The [ACAS Code of Practice on Disciplinary and Grievance Procedures](#) is adopted by WCA insofar as relevant to WCA's operation and not inconsistent with this WCA Employee and Grievance Process.