WoW Grievance guide/Template

Thanks for agreeing to be a part of Unite's collective work to show the bank how unjust and unfair their imposed way of working rules are. Without you, Unite would not exist and without you, all of your colleagues would be standing alone.

Raising a grievance can be a daunting thing, so we have prepared a quick guide for you with some suggested wording to make the process as easy as possible.

Where to find the form
The grievance process has a form to fill in, it lives here on the intranet and we will be concerned only with pages 3-7.

https://intranet.natwestgrouppeople.com/redirect/e3461a23-4506-4922-a5e8-63a225265a81

Filling out the form

Take a look over the forms, and please see the below guidance, but please **do not submit** to the bank.

Section A – Self-explanatory, feel free to use a work or personal address for correspondence, or just write 'Via email.'

Section B – If you have attempted to resolve the issue with discussion with your line manager, then detail the dates of emails and conversations where possible. If you have not attempted this, it doesn't harm your grievance. Many people would not even have asked because the message from senior leaders was that there wasn't any point. You can detail in either of the boxes ('Why?' or 'Why not?') that your line management has no authority to make the decision and instead of informal resolution Fin Crime has invented an 'exceptions process' with no transparency.

Section C – The first box can be a very simple statement "I am raising a grievance because the change in ways of working without consultation is unfair" or something along those lines in your own words.

The second box is where you can detail your experiences, there is no right or wrong way to describe how you feel, but include things like:

- How the message was delivered to you.
- Your previous working patterns or agreed patterns when you took on your role.
- Any follow up questions or conversations you have had.
- The impact of the proposed changes to your wellbeing, life, family, finances…etc.
- Your experience of the business communications and/or the exceptions process.
- How the process has made you feel.
- Any actions you have taken as a result (Looking for work, discussing finances with your family, seeking alternative childcare…etc).

Also, try and avoid rhetorical questions and statements about motivations:

“How does this fit in with the bank’s purpose?” is less powerful than “This seems to contradict the bank’s purpose.”
“Senior leaders don’t care” is less powerful than “This decision contradicts senior leadership’s messages about supporting us”

Please let us know if you have any questions or queries on what to include.

Section D – Usually this wouldn’t be applicable in this set of grievances, as we are detailing your experiences and the impact on you. However, if there are people you feel it would be beneficial to bring in then list them here and we will discuss with you prior to submission.

Section E - If you have gathered evidence, such as your employment contract, evidence of previous conversations around ways of working, email queries for exceptions that have gone unanswered then include them here. You may also wish to include
“I will be accompanied in the meeting by my Unite the Union representative.”

Section F – This should be in your own words, but our recommendation is that your outcome is along the lines of:
“The leadership of the FinCrime business to reverse this decision and take my working pattern into account and provide flexibility”

Section G – Please detail any upcoming annual leave or adjustments required for you to attend a meeting.

Section H – We would argue this is not a late submission, as the bank still have the opportunity to resolve the issue informally.

What happens next
Please send completed forms to julie.cowin@rbs.co.uk where we will proof-read and check over your grievance to make sure it is as clear and focussed as possible. We will then prepare a claim to the bank using the grievances we have had filled in as evidence of how much this decision is impacting you. After this if Nicki is still unwilling to negotiate then we will contact you for final confirmation and then submit the grievances all together to HR.