

Disciplinary & Grievance

Introduction

This one-day course is for those on the front line dealing with customers face to face. Customers are annoyed with not getting the service they deserve. This course looks at the differing ways of providing customer excellence to everyone your staff come in to contact with.

Aims & Objectives

Delegates will be able to:

- Understand why disciplinary and grievance procedures are essential.
- Develop good practice during disciplinary and grievance procedures.
- Carry out disciplinary and grievance hearings.

Who Will Benefit?

- Business Owners
- General Managers
- Catering Managers
- Assistant Managers

Course Duration

- 1 day

Outline Content

- Why have procedures in place?
- The Legal Position.
- Current statutory disciplinary, dismissal and grievance procedures.
- The ACAS Code of Practice.
- Using disciplinary procedures.
- Conducting a disciplinary and grievance meeting.

For further information please visit www.impactld.co.uk.

Alternatively please contact Impact on **08451 580 073** or email info@impactld.co.uk