

Managing people

Student Name:

Student ID:

Zuzanna Tusk

1708231

Table of Contents

Introduction.....	2
Reviewing how the company manages the grievance and disciplinary issues	2
Disciplinary issues of a company	3
Grievance issues of a company	4
The procedures of disciplinary and grievance issues improving the performance and workplace morale	6
Disciplinary procedure improving performance at workplace	6
Grievance procedure improving performance and workplace morale.....	7
Conclusion	8
References.....	10

Introduction

A disciplinary issue of a company or a business firm, which involves with directing individual behaviors at workplace, is operated by the company in order to confront any unusual or misuse occurred. Grievance of the employees refers to a way of resolving disputes or dissatisfaction complained by the employees, competitors, deliverers, suppliers, and competitors. With a view to keeping the constant workflow at workplace, every organization has to maintain the two issues including disciplinary and grievance regarding the employees (Al-Haidar, 2018). However, this report is going to discuss how a company manages the disciplinary and grievance issues based on the case study of a British company named Tyrone Superstores Limited which is food supermarket operating for last 100 years. It has more than 1000 staff and 14 stores existing in the United Kingdom. This also includes on which topics the disciplinary and grievance issues can improve the performance and workplace morale.

Reviewing how the company manages the grievance and disciplinary issues

Disciplinary issue of a company refers to a set of applications addressing individual's behavior at workplace within an organization. A company's disciplinary procedures in detailed are contained in a company handbook for contacting with the employees. In general, disciplinary procedures are well-written by a company with a view to avoiding unfair means while enabling it at workplace within an organization (Al-Haidar, 2018). This is a common feature that misdemeanor or bad-etiquette may be occurred at workplace within an organization. For this reason, in order to resolve or handle this rising situation, disciplinary procedures including formal or informal are needed here. Sometimes, misconduct or unexpected event happened by employees gets turned into a massive issue and even a company needs to summon or suspend the alleged employees. Under this circumstance, disciplinary approaches are taken by a company based on pre-written disciplinary procedures (Fos, 2017). Here is going to mention discipline and grievance procedures of Tyrone Superstores Limited and its discipline and grievance procedures which are managed by Store Managers getting support from the Human Resources Department. In this case study of Tyrone Superstores as supermarket, after raising a grievance by employees but that has

not been taken seriously, in consequence disciplinary procedures also have not been tackled. As a result, there is a greater impact on employees' morale at workplace. In this context, here is going to explain how the company manages properly regarding the disciplinary and grievance issues with a view to coping with new situation described as follows;

Disciplinary issues of a company

Informal action: When a misconduct or misdemeanor is taken place in an organization by the employees, the company takes step at first in an informal way to resolve the problem. In the disciplinary procedures, at first, a company does not go to accept straight way rather informal procedure is enforced, if possible (Lawteacher.net. 2020).

Commencing a disciplinary process: If informal procedure fails to solve the rising problem, the company may go to a formal procedure that means commencing disciplinary process with a view to finding out a resolution to the identified misbehavior.

Suspension: In the context of serious unexpected misconduct taken place by an employee, the company can take decision to suspend the suspected employees to alert more about their irregular duties. Suspending may be conducive to the company and to concern the rest of the employees working within an organization. This suspension process may prevent the potential threats or barriers to the company (Lawteacher.net. 2020).

Investigation: Investigating is envisaged as a compulsory step before going to take final launch of disciplinary procurement. Inquiry is able to know misconduct or misbehavior whether is valid or nor. In the context of taking disciplinary process, the company may enforce investigation to know the first stage of the misconduct (Walker, & Hamilton, 2011). Tyrone Superstores Ltm should take investigation with carefully.

The disciplinary hearing: After finishing investigation, an employer goes to next step named "disciplinary hearing" which means hearing from those suspected employees. The company takes step to know from the employees what was happened to the workplace and what accents generated from the employees regarding the defined misdemeanor within the company (Moldavska. 2017).

Record keeping: Anything happened to disciplinary procedure must record in a good process. Recording documents and conversation between employer and the suspected employees bring obvious determination for an employer to take decision regarding the identified issue taken place by employees within an organization.

Taking decision: After completing the previous steps regarding disciplinary procedures, the disciplinary chairperson hold a decision regarding the identified misconduct or misbehavior, if allegations of misconduct are appeared as valid. Tyrone Superstores Food Company can take decision to run on with no interruption.

Appeals: Sometime, decisions generated by the manager of company or employer are not accepted by the employees. In this circumstance, the company gives a change for the employees to appeal again against the disciplinary decision. The suspected employees get clear their misconduct or misbehavior after reviewing appeals (Moldavska, 2017).

The mentioned steps of taking disciplinary procedure can bring a positive success in the company named Tyrone Superstore.

Grievance issues of a company

Grievance of a company is a means of dispute resolution defined by the company with a view to solving `any disputed issue complained by employees, competitors, deliverers, suppliers, and competitors. In general, grievance procedures are operated in informal way (Gomathi, 2014). However, here is going to discuss how a company manages grievance issues based on a British company named Tyrone Superstore Lmt below in the following:

Create the system: This is the first step to manage grievance issued by employees. Here is to create grievance procedures added these to the employees' handbook. Everyone keeps agree on grievance procedure in order to take responsibility. This also focuses on confidentiality while resolving the employee's grievances at workplace within an organization (Gomathi, 2014).

Acknowledging or hearing the grievance: Hearing the employee grievance with attention is compulsory to resolve it. When an employee comes to complain against an issue or management of company, as a leader of company should acknowledge carefully so that employee can get

ensured that his or her objection has been prioritized. Tyrone Superstores should have acknowledged what was taken place actually to go ahead of grievance.

Investigate: Based on the issued grievance complained by the employee, the authority launches an investigation whether the issued grievance is valid or illusory. An appropriate inquiry regarding the grievance is able to go ahead of resolving. Here there is given chance to express or explain themselves (employees) (Gomathi, 2014).

Holding a formal meeting: The individual workers discharge their evidence about grievance and then the authority call a meeting in which talks will be held regarding how can be resolved the defined grievance.

Taking decision and act: After investigating and holding a meeting regarding the employee grievance, a company can accept entire allegation or can entirely reject this. And after taking decision regarding grievance, this is acted accordingly (Walker, & Hamilton, 2011).

Appeal process: Sometime, decisions generated by the manager of company are not accepted by the employees. In this circumstance, the company gives a change for the employees to appeal again regarding their grievance.

Review the situation: By taking the appeal under consideration, there needs to be reviewed the situation with a view to getting further resolution in accordance with the employees. if the company named Tyrone Superstores could give change them to appeal and then o set review, the procedures would be fruitful after all.

Uprooting the main cause of grievance: This is a significant issue to know the main cause of grievance, because the identified grievance has possibility to appear again in the future. For this reason, taking a loge-lasting resolution regarding the rising grievance can prevent the frequency of employee grievance (Walker, & Hamilton, 2011).

The mentioned steps of taking grievance procedures can bring a positive success in the company named Tyrone Superstore Limited. With a view to improving workplace morale and overall performance of the Tyrone Superstores Limited, the mentioned grievance guidance should be launched based on the mentioned steps of taking decision regarding grievance of employees

The procedures of disciplinary and grievance issues improving the performance and workplace morale

In human resources management department, it must deal with employee's grievance. When employees get dissatisfied with their job or the management within an organization, the grievance procedures taken by the company are needed to resolve this objection. Any grievance of employees can have a greater negative impact on the overall of performance at workplace within an organization. A longed grievance event or misdemeanor issued by employees, if not resolved, can lower the workers' morale at workplace (Roberts, Sanderson, Barker & Hendry, 2006). This also enhances absenteeism among the employees within an organization the mentioned steps of taking disciplinary procedure can bring a positive success in the company named Tyrone Superstore.

Disciplinary procedure improving performance at workplace

Disciplinary procedures taken an organization make a great opportunity for overall performance and bring workplace morality enhancing production flow of the company. Here are some benefits and performance at workplace described as the following:

Increasing efficiency and productivity: In consequence of taking disciplinary procedure, confidence comes back at workplace of a company. The company's efficiency and productivity get increased due to having positive initiative taken by the company (Rees, 2011).

Reducing potential discrimination: While taking disciplinary procedure, the industry does not follow partiality rather every sector or every personnel is significant for this company. For this, potential discrimination does not peep up and thus employees' interest goes to productivity.

Diminishing absence: If there has any misconduct existing without finding out a due resolution, employees are absent at the workplace. An appropriate monitoring regarding disciplinary process taken place will prevent the worker from being absent (Rees, 2011).

Feeling fair about the employer: When the company identifies misconduct or misdemeanor and this gets proved, the rest of the employees feel okay and have feeling with no fear. When there have good feelings about employer, performance and workplace morale get increased within an organization.

Grievance procedure improving performance and workplace morale

Encouraging employees: When the grievance procedures result in the success regarding the employee grievance, the individual labors feel encouraged about their workplace and they perform their duty with no interruption (Poongavanam & Nisha, 2017).

Providing fair means of dealing: An industry meets employees' performance within a workplace while taking grievance procedures. The individual employees perceive that fair means of taking decisions have a greater effect to continue the overall performance within an organization.

Reducing employees' frustrations and discontents: Taking an appropriate grievance process complained by employees drastically reduces frustrations and discontents. Without frustrations and discontents in employees, the productivity and workplace performance turn into a vast scale of gains (Poongavanam & Nisha, 2017).

Reducing minor absence: If there has any misconduct existing without finding out a due resolution, employees are absent at the workplace. An appropriate monitoring regarding disciplinary process taken place will prevent the worker from being absent within workplace for a company.

Conclusion

This report demonstrates based on business sense that a company's disciplinary and grievance procedures for the employees in detailed are contained in a company handbook for preventing misconduct and increasing workflow at workplace. In general, disciplinary procedures are well-written and grievance procedures are informal by a company with a view to improving workplace with no interruption within an organization. Tyrone superstores limited as British based-super market and ancient market, it has to enact the disciplinary and grievance issues regarding its employees at workplace in order to cope with any rising circumstance. Taking appropriate decision in disciplinary and grievance issues regarding the employees plays a vital role in the on-going growth of a company in the market through coping the employees with the rising issues.

References

- Al-Haidar, F., 2018. Administrative disciplinary and grievance procedures for public employees in Kuwait and UK. *International Journal of Law and Management*, 60(3), pp.842-853.
- Employer Resources - Best Practice for Irish Nonprofits. 2020. Disciplinary & Grievance Procedures. [online] Available at: <<https://www.employerresources.ie/disciplinary--grievance-procedures.html>> [Accessed 18 May 2020].
- Fos, V., 2017. The disciplinary effects of proxy contests. *Management Science*, 63(3), pp.655-671.
- Gomathi, S., 2014. A Study on Grievance Management in Improving Employee Performance in a Pvt Enterprise. *Mediterranean Journal of Social Sciences*, 5(20), p.20.
- Lawteacher.net. 2020. Disciplinary And Grievance Polices And Procedures. [online] Available at: <<https://www.lawteacher.net/free-law-essays/employment-law/disciplinary-and-grievance-polices-and-procedures-employment-law-essay.php>> [Accessed 18 May 2020].
- Moldavska, A., 2017. Defining organizational context for corporate sustainability assessment: cross-disciplinary approach. *Sustainability*, 9(12), p.2365.
- Rees, C., 2011. Piloting principles for effective company-stakeholder grievance mechanisms: A report of lessons learned. Corporate Social Responsibility Initiative, Harvard Kennedy School. Available online: http://shiftproject.org/sites/default/files/report_46_GM_pilots.pdf.
- Roberts, J., Sanderson, P., Barker, R. and Hendry, J., 2006. In the mirror of the market: The disciplinary effects of company/fund manager meetings. *Accounting, Organizations and Society*, 31(3), pp.277-294.
- S.Poongavanam , Nisha, S., 2017. A Study on Grievance Handling and Satisfaction Levels in R I Manufaturing Company Limited. *International Journal of Mechanical and Production Engineering Research and Development*, 7(6), pp.425-428.
- Scalise, S. and Vogel, I. eds., 2010. Cross-disciplinary issues in compounding (Vol. 311). John Benjamins Publishing.

Walker, B. and Hamilton, R.T., 2011. Employee–employer grievances: a review. *International journal of management reviews*, 13(1), pp.40-58.