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Managing people

ASSIGNMENT 2

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Topic:Waitrose

Contents

INTRODUCTION	3
Managing grievances and disciplinary issues.	3
Disciplinary issues	3
Managing Grievances-	4
Improvement in employee performance	5
CONCLUSION	7
REFERENCES	9

INTRODUCTION

A disciplinary procedure is used by an employer to address an employee's conduct or performance. A grievance procedure is used to deal with a problem or complaint that an employee raises. Waitrose & Partners is a brand of British supermarkets, selling groceries as part of Britain's largest employee-owned retailer, the John Lewis Partnership. Its head offices are located in Bracknell and Victoria, England. This report includes issues on the topic of managing the disciplinary and grievances problems in the company and how it helps the company to improve its performance (Singh and Singh, 2018).

Managing grievances and disciplinary issues.

Disciplinary issues

Informal disciplinary action-

Sometimes when company has an issue with its employee which creates increased amount of difficulties the first option they choose is to do it in informal way. When a mistake is committed by the employee for the first time then even pointing them their mistake out works. Waitrose makes their employees understand that they need to improve and this does not be of concern again. After that if the company feels that employee is still not working under the guidelines then they look out for different ways (Wood, Saundry and Latreille, 2017).

Investigation-

When Waitrose has a confirm information about that employee who is not maintaining the discipline at the workplace then the company conducts an official investigation to find out what is wrong. Investigation has its own nature and it is solely based on the action that the employee has been accused of. Sometimes it takes time to figure out and sometimes it does not. Even some other employees are investigated to know the process and it is considered as a part of the process.

Inform the employee of allegations-

If the company finds out any potential action which is against the guideline then the employee would be called for hearing by the company after making him aware of his actions. It is necessary for Waitrose to highlight all the details such as date, time and place of the action. The details are sent to the employee through invitation as accusing them at the time of hearing is not considered reasonable. This states that company gives a chance to the accused employee to work and explain his side of the story. The employee is given enough time by the company to prepare for it.

Holding a disciplinary hearing-

Waitrose conducts the hearing so that employee has a chance to prove himself. Waitrose allows him to have a colleague at his side as a companion. Enough time is given to the employee

to present his statement. Company can use the evidence of misconduct but it is necessary for them to let the employee know of it before the hearing. This is done so that employee has a fair chance to prove himself against the things that he is being accused of (Harris, 2019).

Decide on the outcome and disciplinary sanction-

After the employee has made his statement Waitrose takes some time and makes a decision without delaying that the accusations are substantiated or they may take a disciplinary action against them. If there is a case of applying of sanction then it must be appropriate because in these type of procedures company usually present different scenarios of misconduct and separate them under a division of cases which are considered serious to an extent. Generally these are classified as serious misconduct, unsatisfactory misconduct or gross misconduct. Before considering all these options and steps Waitrose give fair amount of warnings to their employees and even then if they do not take it seriously then they draft the letter for hearing.

Managing Grievances-

Grievances regarding employees are considered as problems among humans. Company handles these issues with care (Al-Haidar, 2018).

Handled promptly-

Any employee who is aggrieved feels a sense of injustice until his issue is resolved by the company. They feel that if it is being delayed then there are more chances that it will be denied. It is necessary for the company to keep in mind that in order to handle grievances one must not emphasized. When these issues concern more than one employees then it becomes trivial and turns into collective issues which needs to be resolved in order to avoid losses of the company and bitterness among employees.

Needs to be settled at the level on which they occur-

Company needs to work on solving the feeling of injustice among employees and they need to do it at the level of interaction. If there is a situation where a employee has an grievance which is with his supervisor so it needs to be addressed at his level not the supervisors working

above his level so that his feeling of dissatisfaction among the supervisor can be over because he will get the feeling that he has been able to resolve it. This also keeps the loyalties among employees intact. This is why it is necessary for the company to address the grievance at the level on which they occur.

Record so they do not recur-

Waitrose records the grievances so that they does not occur again and again. If it occurs on the same issue repeatedly then it will consume time unnecessarily and focus will change to the policies and procedures of Waitrose. Company needs to work on preventing it form occurring it again and again in order to reduce the level of irritation among employees by changing its policies and procedures and making it more effective (Bose and Dey, 2018).

Improvement in employee performance

In addition to that's, grievance managements have the integrate impact on the organization performance of firm which is considered to be harmonious in order to develop their workplace level of relationship. This is also helpful in the bolstering up the loyalty of employees as well as improvement in the organization level of productivity and performance. On the other hand, ineffective level of employee grievance managements in the organization leads to have the negative impact and outcomes which can be extended as the reduced productivity, absenteeism problem, disobeying of orders, indiscipline behavior and reduced quality of work.

As per the Waitrose company, the development of effective employee grievance has the increase in the level of harmonium relation in terms of management and labor relationship by enhancing the pure level of increase in the productivity. The company have the believe that there laid down of the grievance managements can have the procedure which will be used by the managers to have effective level of management of there occurrence of descriptive grievance in order to have te ensuring of harmony with improvement in morale and organizational performance .Organizations should ensure that those in charge of employee's grievance management are well trained to enable them handle grievance and conflict issues very well, and should also educate their employees about grievance procedure arrangement available in their organization, and the

need to follow laid down grievance procedure when presenting their grievances. As per the perspective of company, it is important for the Waitrose to highlight all the details such as date, time and place of the action. The details are sent to the employee through invitation as accusing them at the time of hearing is not considered reasonable.

The employee of the human resource in the company are considered to be important ingredient for the survival of an organization which can be ensured as safe and effective to have the handling of the grievance which is biased in more fir and justified manners to maintain the harmonious managements. The employee performance is effectuating the nature of the grievance along with management deal directly with respective workers to have the influence of the descriptive work performances in order of the improvement in the morel, increase in commitment. In addition to that's their organizational citizenship behavior develops, all of which are vital for improved organizational performance.

Waitrose makes their employees understand that they need to improve and this does not be of concern again. After that if the company feels that employee is still not working under the guidelines then they look out for different ways. Any employee who is aggrieved feels a sense of injustice until his issue is resolved by the company. This is why it is necessary for the company to address the grievance at the level on which they occur. Company needs to work on preventing it from occurring it again and again in order to reduce the level of irritation among employees by changing its policies and procedures and making it more effective. In addition to that's Waitrose company have the effective level of their employee grievance managements which have the clear inducing of the positive people face with the introduction goof level of managements of conflict strategies which will be helpful in prompting out there conflict resolutions for the sake of increasing employee performance . this is having their outcome of such actions to be resulted in good level of communication skill, time management and good corporation to have the increase in corporate level of productivity in perfect manner.

Hence the management will be found of the obligation and responsibility to have the resolution of there conflict in more appropriate manners will help the manager to have the proper level of indemnification of the question level of practices and the descriptive areas of contents to have

avoidance of the faulty practices. The company top management will be able to that's there in fixing the appropriate level of strategies in terms of the practices, procedures, and administrative policies that can cause the employee's complaints to be considered, and it serves as a tool for management to maintain an open and harmonious relationship with the employees within the workplace.

As the part of recommendation, the grievance is needed to be handle in quicker mannered as they have been reposted to avoid more level of negative consequences of the unresolved level of grievance in the company in perfect manner. On the other hand, secondly most important manner have the manifesting the grievance in there obligation of the performance appraisal in the terms of reward and incentives to sooner salary and general working conizations of the employee at the respective workplace . In addition to that's Waitrose company should be able to ensure employee to have in charge of the employee who are considered o be well trained to more way of requirement of there human relations and the knowledge of country labor and industrial laws in terms of increasing the capacity in grievance management and conflict handling.

CONCLUSION

From the above file, it can be concluded that Waitrose & Partners is a brand of British supermarkets confirm information about that employee who is not maintaining the discipline at the workplace then the company conducts an official investigation to find out what is wrong. Managing Grievances have issues concern more than one employee then it becomes trivial and turns into collective issues which needs to be resolved in order to avoid losses of the company and bitterness among employees. As per the perspective of company, it is important for the Waitrose to highlight all the details such as date, time and place of the action. The details are sent to the employee through invitation as accusing them at the time of hearing is not considered reasonable.

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