

Grievance policy

Any person wishing to raise a grievance about Flight horizons, it's facilities, employees, representatives or property should do so in writing and send it to the chairman of the governing committee. If the grievance is with the chairman of the governing committee then the written grievance should be sent to a member of the governing committee.

On receipt of the grievance the chairman or committee member will make a record of the complaint and make a decision on whether or not the grievance requires the disciplinary procedure to be used. The person who raises the grievance will receive notification of this decision within 21 days of the grievance being received.

Written: 31.1.07

By Shane Touhey (Chairman of the governing committee)

To be updated on: 31.1.08