

Grievance Procedure



PURPOSE AND SCOPE

It is the Company's policy to ensure that employees with a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and as fairly as possible.

At all stages of the Grievance Procedure the employee may be represented or accompanied by a fellow employee of their choice or by a suitably qualified trade union official.

PROCEDURE

Informal discussions

If the employee has a grievance about their employment the employee should discuss it informally with their Line Manager. We hope that the majority of concerns will be resolved at this stage.

Stage 1 - Grievance

If the employee feels that the matter has not been resolved through informal discussions, the employee should put their grievance in writing to their Line Manager. The employee will be invited to a grievance meeting, normally within 5 working days of receipt of the grievance letter. The Line Manager will normally give a written decision within 5 working days of the grievance meeting.

Stage 2 - Appeal

If the matter is not resolved to the employee's satisfaction, the employee may appeal in writing to a Director or an authorised deputy within 5 working days. The employee will be invited to an appeal meeting with the Director or his/her authorised deputy to discuss the matter, normally within 10 working days of receipt of the appeal letter. The Director or authorised deputy will normally give his/her written decision within 5 working days of the appeal meeting.

The decision of the person hearing the appeal is final.

Grievances raised in the context of other procedures

A grievance properly raised by an employee in response to an investigation of his or her apparent misconduct, underperformance or absence may be addressed by one of three routes, depending on the nature and timing of the grievance:

- (a) The grievance may be considered by the manager of the original matter, in mitigation of any misconduct, underperformance or absence, at a single formal hearing. This route may be appropriate where the grievance is raised, for example, on procedural grounds during the disciplinary process.
- (b) The original matter and the grievance investigation may be managed simultaneously at a single formal hearing by a different manager, at the same level of seniority as the original manager. This route may be appropriate where the grievance is raised, for example, on grounds of harassment during the

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disciplinary process.

- (c) The grievance may be considered by a more senior manager as part of an appeal hearing. This is appropriate where the grievance is raised after any formal action has been taken.

Whichever route the manager decides is appropriate, a single hearing will be sufficient to satisfy all legal requirements. Similarly, a single hearing will satisfy all legal requirements where an employee raises more than one grievance at the same time on related matters.

RELATED POLICIES AND DOCUMENTS

- Employee handbook
- Equality, Diversity & Inclusion Policy
- No gossip policy
- Whistleblowing policy

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