

Grievance Policy & Procedure

1. About this Policy

It is our policy to ensure that all colleagues have access to a procedure to help deal with any grievances relating to their employment fairly.

It is our policy to ensure that any grievance is dealt with fairly and that steps are taken to establish the facts and to give employees the opportunity to respond before taking any formal action.

This policy is used to deal with individual grievances. It does not apply to cases involving genuine sickness absence, proposed redundancies or poor performance. In those cases, reference should be made to the appropriate policy or procedure.

This policy applies to all employees regardless of length of service. It does not apply to Agency Workers or Self-Employed Contractors.

2. Confidentiality

Our aim is to deal with grievances sensitively and with due respect for the privacy of any individuals involved. All employees must treat as confidential any information communicated to them in connection with an investigation or grievance.

It is prohibited for employees to electronically record (whether covertly or otherwise) any stage of this procedure. Any recordings made by employees will be inadmissible. If the Company discovers that an employee has done this covertly, the employee could be subject to disciplinary action.

You will normally be told the names of any witnesses whose evidence is relevant to your grievance unless the witness/s wish to remain anonymous or we believe that a witness's identity should remain confidential.

3. Using this Policy

The Grievance Procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the appropriate procedure.

Written grievances will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process.

4. Raising Grievances Informally

Problems and issues are discussed informally between the employee and appropriate manager to attempt to resolve the grievance. If the employee can't speak to their manager, perhaps because the complaint concerns them, employees can speak informally to a more senior leader or a member of the HR team.

5. Formal Written Grievances

The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. In some situations, we may ask you to provide further information prior to inviting you to a grievance meeting.

6. Notification of Grievance Meeting

Your grievance will be acknowledged within seven calendar days with a meeting arranged as soon as possible.

We will give you at least 48 hours written notice of the date, time and place of any grievance meeting in order to allow you -to prepare your case.

7. Procedure at a Grievance Meeting

The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us to reach a decision based on the available evidence and the representations you have made.

Colleagues must take all reasonable steps to attend any grievance meeting. If you or your companion are unable to attend at the time specified, you should immediately inform the relevant Chairperson.

Where an employee cannot, or fails to attend a grievance meeting in person, they may provide a written submission to the chair for consideration in their decision. Where an employee fails to attend on more than one occasion without providing a reason in advance, the meeting will take place in their absence and a decision made based on evidence available to the Chairperson.

We may adjourn the grievance meeting if we need to carry out any further investigations such as re-interviewing witnesses in the light of any new points you have raised at the meeting.

Following the adjournment, the Chairperson will deliberate and issue their decision, which will be confirmed in writing to you within seven calendar days of the meeting which will also include your right to appeal.

8. Right to Appeal

If you feel that we have not fairly considered your submissions under our Grievance Policy and Procedure, you can request an appeal of the original decision. You should appeal in writing, stating your full grounds of appeal, to the named manager in your outcome letter within seven calendar days of the date of your outcome letter.

In your appeal submission you should clearly set out your full grounds detailing any new evidence or inconsistency in our procedures. The right to appeal is not on the basis of an outcome being 'unfair' and employees must outline (and provide) evidence the original Chairperson has not considered or been aware of which would have impacted on the original outcome.

We will give you at least 48 hours written notice of the date, time and place of the appeal meeting.

The appointed appeal chair will be a manager who has not dealt with the original matter. The Chairperson will be accompanied by a company representative to take minutes of the meeting.

In any event, written notification of the outcome of the meeting will usually be sent to the employee within seven calendar days of the meeting, or as soon as reasonably practicable, together with an explanation of the appeal decision taken.

Following the appeal meeting we may:

- I. revoke the original decision; or uphold the original decision;
- II. partially uphold the original decision

There will be no further right of appeal.

Signed off by	Group Managing Director
Held By	People Advice Team
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References	Employment Law