



Grievance Policy

1 Introduction

This Grievance Policy provides employees with an opportunity to raise any concerns or worries they may have with any aspect of the employee's work, working environment or working relationships; it does not give rise to any contractual right, and may be amended by the Company from time to time.

The policy is intended to facilitate the swift resolution of issues to the satisfaction of the Company and the employee. As it covers a range of potential issues it may be necessary to adapt the policy to suit a particular situation. All records and proceedings under all stages of the procedures set out in this policy will be kept confidential by the Company.

Employees are encouraged to seek to resolve any issues initially by informal discussion with their line manager. The employee and their line manager may wish to take notes of any discussions, and these may be kept on file if deemed appropriate.

2 Formal Process

2.1 Stage One

If it is not possible to resolve the grievance by informal discussion, or it is not appropriate for matters to be raised informally, the employee should raise a grievance formally with a manager, preferably in writing.

If this person is the subject of the employee's grievance the employee should contact another manager. A meeting will be held to discuss the grievance wherever possible within 5 working days of the grievance being raised. Following the meeting, the Company will respond in writing within 5 working days unless it is not possible, in which case the Company will explain the reason for the delay.

2.2 Stage Two: Appeals

If the employee should wish to appeal against the outcome of the employee's grievance hearing, the employee should write to the person who made the decision within 5 days telling them that they wish to appeal.

The appeal will be heard by a Head of Department or member of senior management of the Company, normally within 5 days of their appeal. The decision will be notified to the employee within 5 days by the Company. The decision is final and there is no further right of appeal within the Company.

3 Right to be Accompanied

The employee has the right to be accompanied to grievance hearings by another employee of the Company who agrees to attend, or a Trade Union official with relevant up to date ID.

If someone does accompany the employee, they may address the hearing on the employee's behalf to put the employee's case and may confer with the employee during the hearing. If necessary, the hearing can be adjourned to allow this. The employee's representative may not answer questions on behalf of the employee.



4 Grievances Raised During Disciplinary Proceedings

If at any point during a disciplinary process an employee raises a verbal grievance, the employee will be advised to raise a formal grievance in line with this policy in writing after the hearing.

If the manager is in any doubt as to why the disciplinary action is being taken, the manager can end the disciplinary meeting to make further investigations to confirm that the reasons for taking the action are sound and justifiable, before continuing.

A grievance raised after a disciplinary hearing but before any appeal hearing will be dealt with at the appeal stage. The appeal hearing will also become a grievance hearing.

The Company reserves the right to be represented by an external consultant of the Company's choosing if appropriate.