

GRIEVANCE PROCEDURE

REVIEWED: June 2025

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REVIEWED BY: Olivia Bakewell

1. INTRODUCTION

We take our responsibilities as an employer seriously and acknowledge the right of any employee to expect that any genuine grievance will be treated seriously and dealt with in a professional manner. The purpose of the grievance procedure is to provide you with a fair, timely and consistent process for dealing with issues relating to your employment with the company.

It is expected that the majority of issues can be resolved informally by discussing them with the person involved or the manager. However, where problems cannot be resolved through an informal means, you can seek a resolution through the formal grievance procedure.

2. PRINCIPLES

You will always be:

- able to proceed to the formal procedure immediately if you do not believe that an informal resolution can be reached.
- offered the right to be accompanied at grievance hearings and appeals. This may be any work colleague or accredited Trade Union representative.
- provided with a written copy of the outcome of the formal grievance.
- given the right to progress a grievance from one stage of the procedure to the next.

3. RAISING A GRIEVANCE

Informal discussions: If you have a grievance in relation to your employment you should discuss it informally with your immediate Team Leader/Manager. The Company expects that the majority of concerns will be resolved at this stage.

Formal Resolutions

If you have attempted to resolve a problem informally but have been unsuccessful or believe it cannot be solved informally, the following procedure should be followed:

Step 1: You should raise your grievance in writing to your immediate manager (or HR/Company Director if the grievance involves your immediate manager). The grievance will be acknowledged wherever possible within five working days. The matter will be thoroughly investigated and, if necessary, a grievance hearing will be arranged, with the aim of reaching a resolution as quickly as possible.

The date, time and venue of the hearing, the right to be accompanied, the name of the manager chairing the hearing, and confirmation of the details of the grievance to be discussed will all be confirmed in writing.

The outcome of the formal grievance hearing will be confirmed in writing within five working days of the end of the hearing, other than in exceptional circumstances.

Step 2: If you are dissatisfied with the outcome of the hearing, you may raise your grievance in writing to your manager's immediate superior, and/or HR. The grievance will be acknowledged wherever possible within five working days.

The matter will be thoroughly investigated and, if necessary, a grievance hearing will be arranged, with the aim of reaching a resolution as quickly as possible, within 10 days where possible.

The date, time and venue of the hearing, the right to be accompanied, the name of the manager chairing the hearing, and confirmation of the grievance to be discussed will all be confirmed in writing. The outcome of the formal grievance hearing will be confirmed in writing within five working days of the end of the hearing, other than in exceptional circumstances.

Step 3 - Appeal: If you are dissatisfied with the outcome of the hearing, you may raise your grievance in writing to one of the Directors. The grievance will be acknowledged wherever possible within five working days. The matter will be thoroughly investigated and, if necessary, a grievance hearing will be arranged, with the aim of reaching a resolution as quickly as possible, within 21 days where possible.

The date, time and venue of the hearing, the right to be accompanied, the name of the manager chairing the hearing, and confirmation of the grievance to be discussed will all be confirmed in writing. The outcome of the formal grievance hearing will be confirmed in writing within five working days of the end of the hearing, other than in exceptional circumstances.

The decision of the Director is final.

4. EXCEPTIONAL CIRCUMSTANCES

There may be exceptional circumstances where it would be appropriate to enter the procedure at Stage 2 or 3; the company reserves the right to do this where it sees fit. But would always discuss this with you before doing so.

Where an employee has less than two years' service, the company reserves the right to operate a shortened version of this procedure.

5. RECORDS

Confidential records of all formal meetings will be kept on your personnel record, copies will be provided for you on request.

NB This procedure does not form part of your contract of employment and the company reserves the right to amend the procedure at any time.