



Grievance Procedure

The grievance procedure enables the Company to ensure that any problems, complaints or concerns raised by its employees are dealt with in a fair, timely and consistent manner. If an employee has a grievance or complaint regarding their work, working conditions, pay and benefits, working hours, or treatment by colleagues (including issues of harassment and bullying), or if they are concerned about their health and safety or a breach of statutory employment rights or any other issue affecting their employment, it should be raised in line with this procedure.

1. **Informal Procedure**

- 1.1 Employees should, where possible, discuss the grievance or complaint with their immediate manager on an informal basis first. The manager will discuss any concerns with the employee and attempt to resolve the matter within a reasonable timescale. Where it is not possible for the employee to talk to their immediate manager, or if the grievance concerns him or her, the employee should instead talk to the next most senior person.
- 1.2 Where the informal procedure is used, both parties should keep a written record of the meeting including what was discussed and any proposed action.
- 1.3 If the grievance has not been resolved or cannot be settled informally, the matter should be dealt with according to the formal grievance procedure.

2. **Standard Formal Procedure**

2.1 **Stage 1 – Written Statement**

The aggrieved employee must first send a written statement detailing the nature of the alleged grievance to the supervisor and MD (the “Grievance”). Where it is the << e.g. HR Manager, Complaints Manager >> who is the subject of the Grievance, the employee should instead send the written statement to another manager of equal or greater seniority, where possible.

2.2 **Stage 2 – Investigation and Decision**

- 2.2.1 Upon receiving the written statement the << e.g. HR Manager, Complaints Manager >> will send a written acknowledgement of the Grievance and invite the employee to a meeting in order to discuss the issue as soon as is reasonably practicable (the “Initial Meeting”), usually no longer than << 3 >> working days after receipt of the Grievance. The Initial Meeting shall be scheduled at a reasonable time and place, usually during normal work hours.



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- 2.2.2 A written note of the Initial Meeting, and if relevant the Post-Investigation Meeting, must be made by the << e.g. HR Manager, Complaints Manager >> and, where possible, should be signed by both parties.
- 2.2.3 The employee has the right to be accompanied at any meeting concerning the grievance by a colleague or a trade union representative. The << e.g. HR Manager, Complaints Manager >> has the right to be accompanied at any meeting by another manager or HR advisor.
- 2.2.4 After the Initial Meeting the << e.g. HR Manager, Complaints Manager >> will conduct a full investigation into the Grievance in order to establish the facts surrounding it.
- 2.2.5 Following the investigation, and within a reasonable time (usually no longer than << 5 >> working days) the << e.g. HR Manager, Complaints Manager >> shall:
 - 2.2.5.1 where it is deemed necessary, convene a further meeting with the employee in order to discuss the outcome of the investigation and any action that is to be taken (the "Post-Investigation Meeting");
 - 2.2.5.2 send a full written response to the Grievance to the employee and his representative detailing the outcome of the investigation and any action that is to be taken; and
 - 2.2.5.3 inform the employee in writing of their right appeal if the decision goes against them.

2.3 Stage 3 - Appeal

- 2.3.1 If you feel that your grievance has not been satisfactorily resolved, you have the right to raise an appeal. Your request for an appeal should be submitted to the << e.g. HR Manager, Complaints Manager >> in writing within << 5 >> working days of you receiving written confirmation of the outcome of the formal grievance procedure.
- 2.3.2 The << e.g. HR Manager, Complaints Manager >> will arrange a meeting to discuss the appeal within a reasonable time of receiving the request for an appeal (usually no longer than << 5 >> working days).
- 2.3.3 Where possible, the appeal meeting will be chaired by a different manager (normally of increasing seniority). However, where this is not practicable, the same manager may handle the different stages and he/she will act as impartially as possible.
- 2.3.4 The employee has the right to be accompanied at any meeting concerning the grievance by a colleague or a trade union representative.



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2.3.5 The outcome of the appeal meeting shall be communicated to the employee in writing within << 5 >> working days, and a copy shall be sent to their representative where applicable. Decisions made at this point are final and the grievance procedure is concluded.

3. Modified Formal Procedure

3.1 The two stage modified procedure will apply where:

3.1.1 the aggrieved employee is no longer employed by the Company;

3.1.2 both the ex-employee and the Company agree that it should apply; and

3.1.3 the Company was unaware of the grievance or the formal procedure was either not started or started but not finished at the time that the ex-employee left employment with the Company.

3.2 The modified procedure may also apply where it is not reasonably practicable for one of the parties to adhere to the standard procedure and it is agreed to writing.

3.3 Stage 1 – Written Statement

The ex-employee must send a written statement detailing the grievance and the basis for it to the Company, marked for the attention of << e.g. HR Manager, Complaints Manager >>.

3.4 Stage 2 – Written Response

The Company will respond in writing to the ex-employee, addressing all points raised in the grievance letter.

4. Confidentiality

4.1 Grievances will be handled with as high a degree of confidentiality as is practicable.

4.2 Confidential records of the grievance will be kept in the employee's personnel file in accordance with Data Protection legislation. Copies of meeting notes will be provided to the employee, although the Company reserves the right to withhold certain information (e.g. to protect a witness).

This procedure has been approved & authorised by:

Signature: 
Position in Company: Managing Director

M.A Rana
Date: 01/04/2024