

---

## GRIEVANCE POLICY & PROCEDURE



### **Introduction**

The purpose of this policy is to provide employees with a procedure for addressing any problems or concerns they may have at work where informal dialogue between the employee and their manager has not brought about a satisfactory resolution.

The grievance procedure should not be used to lodge appeals against disciplinary sanctions. Employees should refer to the Company Disciplinary Policy & Procedure for further information on addressing concerns with a disciplinary sanction that has been applied.

The Company reserves the right to engage an independent third party to assist at any stage of the grievance procedure.

### **Formal grievance procedure**

Where an employee has attempted to resolve a matter informally with their manager but it is not resolved to the employee's satisfaction, the employee should raise their grievance in writing to the People Team outlining the nature and extent of the grievance. The People Team will nominate an appropriate manager to hear the grievance. Where the grievance relates to the conduct of the People Team, the employee may write to a director with their grievance.

It may be appropriate for the Company to conduct a preliminary investigation before inviting the employee to a formal grievance hearing. In exceptional circumstances, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary, this will be explained to the employee and an appropriate summary of the evidence gathered will be supplied.

### **Invite to grievance hearing**

Subject to any preliminary investigations, the employee will be invited to attend a grievance hearing to discuss the grievance as soon as is reasonably possible. The letter will advise of the employee's right to be accompanied by a colleague or trade union representative.

The employee must take all reasonable steps to attend the hearing. If the employee is unable to attend the grievance hearing due to circumstances outside of their control the hearing may be rescheduled, normally within 5 working days of the original hearing.

---

Where it is not possible to hold face-to-face meetings under the grievance procedure, the meetings will be conducted remotely ensuring that the employee (and their colleague or trade union representative where applicable) has access to the necessary technology to participate. Rights will not be affected, and the procedure remains fair and reasonable.

Where an employee has a disability, or requires further assistance e.g. if English is not their first language, the employee should make the Company aware so that adjustments can be considered accordingly.

## **Grievance hearing**

The grievance hearing will be chaired by an appropriate manager and a member of the People Team will normally be present as HR support/note taker.

At the grievance hearing, the employee will be asked to explain the nature of their grievance and their desired resolution of the grievance. Where appropriate, the hearing may be adjourned to allow further investigations to take place.

If a colleague or trade union representative is present, they are permitted to address the hearing to put forward and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting and confer with the employee during the hearing. They cannot, however, answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the Company from explaining its case.

## **Grievance outcome**

Once a decision has been made, the employee will be informed of the decision in writing, as soon as reasonably possible and, where appropriate, it will set out any action that the Company intends to take to resolve the grievance. The employee will also be advised of their right of appeal against the decision.

## **Appeals**

If employees wish to appeal, they should do so in writing within 5 working days of the decision to be appealed, setting out their reasons for appeal.

Employees will be invited to attend an appeal hearing at which they have the right to be accompanied by a colleague or trade union representative. The hearing will, where possible, be held by a manager of a more senior level than the manager who heard the grievance. The People Team will normally attend the hearing as HR support/note taker.

The employee will be given the opportunity to give the reasons they believe the decision was inappropriate or because new information has come to light. A decision will be made on whether the grievance outcome is to be upheld or overturned and delivered to the employee within 5 working days of the hearing unless stated otherwise depending on the nature of the case. The decision of the appeal panel will be final.

---

## **Mediation**

The Company reserves the right to seek assistance from external mediators at any stage in the grievance procedure. Where both parties agree to undertake mediation, the grievance procedure may be suspended whilst this is ongoing.

## **Protection against detriment**

Nothing in this procedure is intended to prevent the employee from raising any concerns they have. Employees who raise concerns under this procedure will not be subject to any detrimental or less favourable treatment as a result of doing so.

Where the grievance is made with malicious intent, the employee may be subject to the disciplinary procedure.

## **Ex-employees**

Should a grievance be raised by an employee leaving the Company, then wherever possible the grievance procedure will be concluded whilst they remain in employment. If it is not possible to conclude the procedure prior to their exit from the business, then it may be necessary to modify the procedure to complete it.

Should an ex-employee raise a grievance under this procedure, the Company reserves the right to modify the procedure outlined above.

## **Amendments to this policy**

This policy is non-contractual and may be amended from time-to-time in line with changes to legislation and best practice.