



GRIEVANCE PROCEDURE

If an employee has any grievance relating to their employment with the Company, **they should first try to settle this informally with their Line Manager. If this does not settle the matter, they should comply with the following procedure to resolve any concerns that they may have:-**

Stage 1

Any grievance that an employee may have relating to their employment must initially be raised in writing with their Line Manager, or, if the grievance specifically relates to the actions of their immediate Line Manager, with the superior to whom he/she reports who may consult with HR.

(An investigation will then take place by the appointed manager, if not the line manager. This may involve a meeting with the employee to establish the facts to allow the grievance to be explored fully. As part of the investigation it may be necessary to interview potential witnesses and review documents. This matter will be kept confidential as far as possible and every witness will be instructed not to discuss this matter. However, as part of the investigation process, it will be necessary to inform witnesses that a grievance has been raised.)

Stage 2 The Hearing

Having obtained the facts about the grievance, (following “an investigation”), the Line Manager or appointed manager will discuss the matter with the employee at hearing if possible within 10 working days in an attempt to resolve the grievance; during this meeting, or before if appropriate, the two parties shall exchange all information pertinent to the grievance with the expectation of reaching an amicable solution. After the meeting the Manager will inform the employee, in writing, of the outcome and of the decision reached and offer them the right to appeal.

Stage 3 The Appeal

Should the grievance still not be resolved to the satisfaction of all parties and the employee wishes to appeal, he/she must inform the interviewing manager in writing within 7 days of being notified of the decision relating to the grievance. Wherever practicable, the manager hearing the appeal will be more senior than the original interviewing manager.

The employee will be invited to attend an appeal hearing. Wherever practicable, the appeal hearing should take place within 10 working days of receipt of the employee’s appeal.

Following the appeal hearing, the manager who heard the appeal will notify the employee of his/her decision in writing within 7 working days.

The outcome of this meeting will be final and binding

At the hearing and appeal stages, the employee will have the opportunity to invite a work colleague of their choice to attend any interview that takes place. The colleague has the right to address the interview and to confer with the employee raising the grievance during the interview, but not to answer questions on their behalf.