Grievance Procedure

Policy Statement
The Company is committed to providing a supportive environment where employees feel able to raise concerns or express dissatisfaction regarding their work, relationships at work, or the working environment. We aim to resolve grievances fairly, consistently, and as promptly as possible.
This procedure outlines the steps employees should follow to raise a grievance and how the Company will respond.

Purpose
The purpose of this grievance procedure is to:

- Provide a clear and transparent process for raising work-related concerns
- Ensure grievances are handled seriously, fairly, and without bias
- Promote early resolution, preferably through informal means where possible
- Support employees in expressing concerns in a respectful and constructive manner

Informal Resolution
Where possible, employees are encouraged to raise concerns informally with their line manager or a member of management. Many issues can be resolved quickly and effectively through open dialogue.

Formal Grievance Procedure
If informal efforts do not resolve the issue, or if the matter is serious, you may raise a formal grievance by following these steps:

Step 1 – Submitting a Formal Grievance

- Submit your grievance in writing to a member of Management.
- Include details of the issue, relevant dates, and any steps already taken to resolve it.
- The Company will normally aim to arrange a grievance hearing within five working days, although this may be extended where further investigation is required
- Employees have the statutory right to be accompanied at formal grievance and appeal hearings by a fellow worker or accredited trade union representative.

Step 2 – Outcome of the Grievance

- After the grievance meeting, a decision will be communicated to you in writing.
- If you are not satisfied with the outcome, you have the right to appeal.

Step 3 – Appeal Process

- Inform the original decision-maker that you intend to appeal.
- Submit your written appeal to a Director who was not previously involved in the decision, within five working days of receiving the outcome.
- Explain clearly the reasons for your appeal and why you are dissatisfied with the original decision.
- A further hearing will be arranged—again, you may be accompanied by a work colleague or trade union official.
- A decision on the appeal will be provided in writing. This decision is final.

Third-Party Involvement
The Company reserves the right to involve an independent third party (e.g., mediator, external HR consultant) to assist in resolving complex or unresolved grievances, where appropriate.

Confidentiality
All grievance matters will be handled with sensitivity and confidentiality. Information will only be shared with those directly involved in investigating or resolving the issue. Employees involved in a grievance are expected to maintain appropriate confidentiality throughout the process.

Monitoring and Review
This policy will be reviewed annually or sooner in response to legal or operational changes.

Document Control and Accountability

- Review Date: 26/08/2027
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