

GRIEVANCE POLICY

Principles

The Company's aim is to encourage any employee who has a grievance about their employment to use this procedure to seek a satisfactory solution.

The Company will try to resolve the grievance as quickly as possible to the satisfaction of the individual concerned. Where this is not possible, every effort will be made to explain the reasons for the decision and to allow the employee the right of appeal. It is hoped that most grievances will be resolved during informal discussions.

Employees who have raised grievances will be treated fairly at all times before, during and after the conclusion of the grievance procedure.

PROCEDURE

Informal stage

If you have a grievance about your employment you should initially discuss it informally with your Manager.

Formal stage

If you feel that the matter has not been resolved satisfactorily through informal discussions, you must put your grievance in writing. A meeting will be arranged, normally within 5 working days.

You will be advised in writing of the arrangements for the grievance hearing and the right to be accompanied by a work colleague or trade union representative. The grievance will normally be heard by your Manager, unless the Manager is the subject of the grievance in which case it will be heard by a senior Manager. Any decision will be made after the meeting, following careful consideration of the facts, and confirmed in writing. You will be given a response normally within five working days of the meeting and if appropriate informed of the appeals procedure.

Appeals

If the matter is not resolved to your satisfaction, you have the right to appeal by writing to the Operations Manager within 5 working days of receipt of the response. You will be advised in writing of the arrangements for an appeal hearing and the right to be accompanied by a work colleague or trade union representative. Another Manager who was not involved in the original grievance meeting may hear the appeal. The appeal will be considered by the Operations Manager as impartially as possible. Any decision will be made after the meeting, following careful consideration of the facts, and confirmed in writing. You will be given a written response normally within five working days of the meeting. This decision will be final.

Investigations

The Company is committed to ensuring that all grievances are fully investigated. This may entail carrying out interviews with the employee concerned and third parties such as witnesses, colleagues and other parties, as well as analysing written records and information. Any investigation report will be made available to all the parties concerned. Where necessary, the identity of witnesses will be kept confidential.

Notes

The timescales listed above will be adhered to wherever possible. A second management representative may be invited to attend formal grievance meetings in order to act as a witness

and note taker. The Company may seek assistance from external facilitators at any stage of the grievance procedure in the interest of seeking a satisfactory outcome for all concerned.

This procedure does not form part of an employee's contract of employment.