



## **Grievance procedures**

V1.0 November 2025

You may at some time, have concerns about or problems at work, working conditions or relationships with colleagues. The purpose of the Grievance procedure is to ensure that any grievances are dealt with fairly, consistently, and speedily.

Any grievance you have should first be raised with your line Manager. If the grievance concerns your line Manager, then you are entitled to go to the next level of management if applicable.

All informal grievances will be treated in the strictest confidence wherever possible. However, confidentiality cannot be guaranteed in certain limited circumstances, particularly where it is alleged that a criminal offence has been committed.

The Company may, at any time during the Grievance procedures, contract with an external consultant to carry out part or all of the procedures. This is usually considered where the issues are particularly complex or sensitive or if there is no-one internally available to carry out the process.

If you do not wish to raise the matter informally or if a grievance raised informally has not been resolved, you can raise a formal grievance.

If you have a grievance that relates to ongoing disciplinary proceedings against you, you should raise this during the disciplinary procedure (for example during the disciplinary meeting or appeal stage).

If you raise a grievance during disciplinary proceedings that is unrelated to those proceedings, the disciplinary proceedings and grievance procedure will normally run independently in parallel.

### **Mediation**

Depending on the nature of your grievance, we may suggest mediation as a means of trying to resolve it. This involves the appointment of a third-party mediator, who will discuss your grievance with all of those involved and seek to facilitate a resolution. We will use mediation only where you, and the other parties involved in your grievance, agree to do so.

### **Fairness and respect**

We recognise that a grievance procedure can be stressful and upsetting. Everyone involved in the process is entitled to be treated calmly and with respect.

We will not tolerate abusive or insulting behaviour from anyone taking part in a grievance procedure and will treat any such behaviour as misconduct under our disciplinary procedure.

## **Recording Meetings**

Meetings will take place face to face where it is possible to do so however there may be times when it is necessary to conduct some meetings remotely. The Company will not covertly record any meetings using a recording device. Where it is necessary to record a meeting using a recording device the interviewing Manager will always ask your permission to do so before recording the meeting. Likewise, you must obtain the Manager's permission if you wish to record the meeting using a recording device. It is strictly forbidden for you to record any meetings covertly. If a Manager records a meeting using a recording device this will be for the purpose of taking notes of the meeting. You will be provided with a copy of the notes of the meeting to ensure it is an accurate account of the meeting. It will be added to the notes of the meeting, if recording has taken place.

## **Formal Grievance**

### **Step 1**

You must inform your manager of your grievance in writing. You should be aware that once you have raised a formal grievance, the Company may wish to investigate this even if you decide that you do not wish to pursue it.

### **Step 2**

The Company will invite you to a meeting to discuss the grievance. You have the right to be accompanied to the meeting by a work colleague or a trade union official (even if the Company does not recognise a trade union). You must take all reasonable steps to attend the meeting.

After the meeting, the person who has chaired the meeting will notify you of their decision within five working days of the meeting. In exceptional circumstances, this time scale may be extended but you will always be notified if the time limit is extended.

You will have the right of appeal against the decision.

### **Step 3 Appeal**

If you wish to appeal this must be done in writing to the person named in your letter, no later than five working days after you have been notified in writing of the decision at step 2. The first of the five working days is the day on which written confirmation of the decision was received by you.

A meeting to hear the appeal will be held as quickly as possible. At the meeting you will be able to state your case.

You will have the right to be accompanied to the appeal meeting by a fellow employee or by a trade union official. You must do everything possible to attend the meeting.

The Company will write to you giving you the decision following the appeal meeting within three working days of that meeting. In exceptional circumstances, this time scale may be extended but you will always be kept informed if the time limit needs to be extended for any reason.

The decision at this stage is final.

You can be reassured that all grievances will be handled with as high a degree of confidentiality as is practicable, particularly when the issue is of a sensitive nature.

Any confidential records of the grievance will be kept in your personnel file in accordance with data protection legislation. You can request copies of meeting notes, however the Company reserves the right to withhold certain information (e.g. to protect a witness).

### **Sickness During a Grievance Situation**

If you are requested to attend an investigation meeting to respond to an allegation(s) against you, but you fail to attend the meeting due to sickness, the meeting will be rescheduled, and you may not be entitled to Occupational Sick Pay. If the rescheduled meeting does not take place, you will be asked to put forward a written submission or the Company will request that you ask a companion to put forward your submission at the meeting. All reasonable attempts to hold a grievance meeting will be considered before the Company reserves the right to decide an appropriate outcome. This does not apply to the person who raised the grievance.

### **Collective grievances**

If you and another employee (or more than two of you) have identical grievances and you all wish to have it addressed in one grievance process, you can raise a collective grievance.

If you are raising a collective grievance, the requirements set out in this policy are varied as follows.

#### ***Raising a formal grievance***

Your written complaint should be headed "Formal collective grievance". Your complaint must be submitted in one document and must clearly identify and be signed by each employee raising the collective grievance. You and your colleagues will need to nominate one of you to act on behalf of all of you throughout the grievance process. Your grievance letter must identify whom you have appointed to be the nominated representative.

If you and your colleagues are all members of the same trade union, your trade union representative may raise the collective grievance on your behalf.

#### ***Stage 2 - Hearing your grievance***

If you have been appointed to be the nominated representative, you will be invited to attend one collective grievance meeting. You will be entitled to be accompanied by a fellow employee or a trade union official. Following the meeting, there will be one identical outcome. Your nominated representative will be notified of the outcome in writing and any action that will be taken as a result of your collective complaint.

#### ***Stage 3 - Appeal***

If you, or any of your colleagues, are not satisfied with the outcome of your collective grievance, you may submit a formal appeal. You should appeal in writing to the senior manager stated in your appeal response letter within [seven] working days of receipt of the collective grievance outcome letter.

Your appeal should be headed "Formal collective appeal". Your appeal must be submitted in one document and must clearly identify those withdrawing from the process and signed by those

wishing to appeal. Your appeal letter must also identify whom you have appointed to be the nominated representative throughout the appeal stage.

If you have been appointed to be the nominated representative, you will be invited to attend one collective grievance appeal meeting. You will be entitled to be accompanied by a fellow employee or a trade union official. Following the appeal meeting, there will be one identical outcome. Your nominated representative will be notified of the outcome in writing. The outcome of the collective appeal is final.

If only one employee wishes to appeal, the normal grievance procedure will apply to the appeal.

### **Dealing with your grievances individually**

We reserve the right to hear your grievances individually if you do not all voluntarily agree to the collective grievance process, if your grievances are not identical, or there are exceptional circumstances.