

Grievance Procedure

Principles

The Company wishes to ensure that all of its employees are treated fairly. If you have problems or concerns about your work, working environment or working relationships the Company wishes to see these problems resolved before they develop into more serious situations.

The Procedure

If you have any grievance in relation to your employment, you should raise it informally with your [supervisor]. If your [supervisor] is unable to settle the matter within three working days then the following procedure will apply:

Stage 1

Put the grievance in writing and send it to your [supervisor]. Your [supervisor] will arrange a formal meeting in order to discuss the grievance. You have the right to be accompanied at this meeting by a work colleague or a trade union representative. Your [supervisor] will write to you with his response to your grievance within 5 working days of the hearing. If you are not satisfied that the matter has been adequately resolved, or if your [supervisor] fails to deal with your written grievance, then Stage 2 of the procedure will apply.

Stage 2

If you feel that your grievance has not been resolved at Stage 1 of the procedure, you should appeal in writing to your [department manager]. Your [department manager] will arrange a formal meeting to hear your appeal. You have the right to be accompanied at this meeting by a work colleague or a trade union representative. The meeting will be held within 5 working days of the [department manager] receiving your appeal. The [department manager] will write to you within 5 working days of the meeting with his response to your appeal. If it is not possible to contact you with a response within that time, you will be given an explanation for the delay and will be informed when a response can be expected.

Stage 3

Where your appeal has not adequately been resolved at Stage 2, you should make a further appeal in writing to the [Managing Director]. The [Managing Director], or an authorised deputy, will arrange to hear your appeal within 10 working days of receiving your written notification. You have the right to be accompanied at this meeting by a work colleague or trade union representative. The [Managing Director] or the authorised deputy will give you a decision regarding your appeal within 10 working days. If it is not possible to respond to your appeal within that time, you will be given an explanation and you will be told when a response can be expected. Any decision of the [Managing Director] or the authorised deputy is final.

Note: If your grievance involves your supervisor, you may initiate the grievance procedure at stage 2.

Issues giving rise to a grievance

The Company is aware that there are many issues which give rise to a grievance and it is impossible to give a comprehensive list. However, they might include matters relating to your terms and conditions of employment, the health and safety of yourself or of colleagues, your working relationships with colleagues or your managers or your treatment at work.

In addition, in accordance with the Public Interest Disclosures Act 1998, the Company has instituted a system for reporting information which in your reasonable belief points to a wrongdoing at work.

A wrongdoing is any of the following:

- a **criminal offence** has been or is likely to be committed
- a person has failed, is failing or is likely to fail to **comply with a legal obligation**
- a **miscarriage of justice** has happened, is happening or is likely to happen
- the **health and safety of an individual** has been, is being or is likely to be damaged
- **damage to the environment** has occurred, is occurring or is likely to occur
- **information showing any of the above** has been, is being or is likely to be deliberately concealed.

If you become aware of a wrongdoing at work then please institute Stage 1 of the Grievance Procedure immediately. If you believe that the Company's managers may be involved in the wrongdoing then please approach the [\[Managing Director\]](#) directly.

Confidentiality

Please note that any grievance raised by you will be received in absolute confidence and the Company will, as far as possible, keep any details or your complaint confidential save and except where your grievance leads to disciplinary action against another employee or officer of the Company. The Company will promptly investigate and deal with any grievance brought to its attention.