



Grievance procedure

Introduction

The purpose of this procedure is to ensure that you have an opportunity to raise formally with management any grievances relating to your job or complaints regarding the Company or any of its employees. The Company's aim is to ensure that your grievance or complaint is dealt with promptly and fairly by the appropriate level of the Company's management. The procedure does not confer any contractual rights. It only applies whilst you are employed by the company.

It is essential to the proper working of this procedure that any employee raising a grievance should continue to work normally whilst the procedure is being followed.

Where the grievance relates to a disciplinary decision, the Company will usually ask you to use the disciplinary appeals procedure.

It will usually be better for all those involved if grievances can be resolved informally. This procedure should only be used where it is not possible to resolve an issue informally in discussion with your immediate manager.

At each stage of the procedure, you may be accompanied by a fellow employee who may address the meeting on your behalf but may not answer questions for you.

Where a complaint or grievance relates to your immediate manager, the Grievance Procedure can be commenced at the stage above that in which that manager would normally be involved.

The Company will keep records of any action taken under this grievance procedure. These will be treated as confidential.

Stage 1

If you wish to raise a formal grievance, you should in the first instance raise it in writing with your immediate manager. You must include a sufficient explanation of the basis for your grievance. Where a matter affects a group of employees, the Company may suggest that you use a spokesperson. You (or your spokesperson) will be invited to a meeting to consider the matter. The meeting will normally be held within five working days of the formal grievance being raised. The manager will then normally respond to the grievance in writing within five working days of the meeting. The manager will inform you in writing of the right to raise your grievance at Stage 2.

Stage 2

If the matter is not resolved at Stage 1, you or the spokesperson of a group may refer it in writing within five further working days to the next level of management. You or the spokesperson should set out the original grounds for the complaint and the reasons for dissatisfaction with the Stage 1 response. You (or your spokesperson) will be invited to a meeting to consider the matter, normally within five working days of the request being made. Following the hearing, the manager will normally respond to the grievance in writing within 10 working days of the meeting. The manager will inform you in writing of your right to raise your grievance at Stage 3.

Stage 3

If the matter is not resolved by a meeting at Stage 2, you or the spokesperson may refer it in writing within five further working days to the Managing Director. You or the spokesperson should set out the original grounds for the complaint and the reasons for dissatisfaction with the Stage 2 response. You (or your spokesperson) will be invited to a meeting to consider the matter normally within 10 working days of the request being made. The decision of the Managing Director is the final stage of the procedure and will normally be given in writing within 10 working days of the meeting.

Note: where a grievance is raised at a level that does not allow for 3 stages to reach the Managing Director, Stage 2 may be skipped.