

Grievances

The primary purpose of our grievance procedure is to enable you to air any concerns that you may have about practices, policies or treatment from other individuals at work, and to produce a speedy resolution where genuine problems exist. It is designed to help you and us to take the appropriate action, when you are experiencing difficulties, in an atmosphere of trust and collaboration.

Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by us that we will deal objectively and constructively with all grievances, and that anyone who decides to use the procedure may do so with the confidence that their problem will be dealt with fairly.

This grievance procedure is not a substitute for good day-to-day communication across the Company where everyone is encouraged to discuss and resolve daily working issues in a supportive atmosphere. Many problems can be solved on an informal footing very satisfactorily if everyone is prepared to keep the channels of communication between themselves open and working well. This procedure is designed to deal with those issues that need to be approached on a more formal basis so that every route to a satisfactory solution can be explored and so that any decisions reached are binding and long lasting. If you cannot settle your grievance informally, you should raise it formally. This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal grievance.

Stage 1

In the event of you having a formal grievance relating to your employment you should, in the first instance, put your complaint in writing and address it to your manager of the HR team. They (or their nominated alternative) will then invite you to attend a grievance meeting to discuss your grievance and you have the right to be accompanied at this meeting by a colleague or trade union official. This meeting will usually be held (but it is not obligatory) within 5-10 working days of the grievance being submitted

Following the meeting, we will endeavor to respond to your grievance as soon as possible and, in any case, normally within 5-10 working days of the grievance meeting. If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected. You will be informed in writing of the decision on the grievance and notified of your right to appeal against that decision if you are not satisfied with it.

Stage 2

In the event that you feel your grievance has not been satisfactorily resolved, you must then appeal in writing to the Board of Directors within 5-10 working days of the grievance decision. On receipt of your appeal letter, another person nominated by the Board shall make arrangements to hear your grievance at an appeal meeting and at this meeting you may again, if you wish, be accompanied by a colleague or trade union official.



Following the meeting, the nominated person will endeavour to respond to your grievance as soon as possible and, in any case, within 5-10 working days of the appeal hearing. If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected. You will be informed in writing of the Company's decision on your grievance appeal.

This is the final stage of the grievance procedure the decision shall be final.