



GRIEVANCE PROCEDURE

General Policy

The Company makes every effort to provide a working environment in which complaints and problems are resolved quickly and fairly. Any Employee is entitled to the benefit of the following procedure if they feel they have a problem with any aspect of their employment. You are entitled to be accompanied or represented by a fellow Employee or Trade Union Representative of your choice if your grievance necessitates a formal meeting.

You are also entitled to call witnesses or refer to documentary evidence at a grievance meeting.

Grievance Process

Stage One

If you have any grievance or problem connected with your employment, you should raise the matter with Alisha Henry. You should put your grievance in writing, explaining the basis for your complaints and detailing what action you would like us to take to deal with your grievance. Alisha Henry will deal with your grievance as quickly and efficiently as possible and will convene a formal meeting with you in order to discuss your grievance.

Stage Two

Following receipt of your written grievance, you will be invited to a meeting to discuss the Issues; You should make every effort to ensure that you attend the meeting. If you or your representative cannot attend, please let Alisha Henry know as soon as possible, so that the meeting can be re-arranged.

At the conclusion of the meeting, you will receive a written response to your grievance, detailing any action to be taken as appropriate. Wherever possible, you will receive the written response within 7 days of the grievance meeting.

Stage Three

If you are still not satisfied that your grievance has been resolved, you are entitled to appeal. You should put your appeal in writing, stating the grounds of appeal and the reasons why you are dissatisfied with the outcome of your grievance. Within 7 days of receipt of your appeal, a further meeting will be convened to discuss your appeal. Wherever possible, your appeal will be heard by a different Manager to the Manager who dealt with your original grievance.

Within 7 days of the appeal meeting, you will receive a written response to your appeal, detailing any action to be taken as appropriate. This is the last stage of the internal Grievance Procedure and there is no right of appeal beyond this stage. For the avoidance of doubt this policy is non-contractual.