



DEPARTMENT	HUMAN RESOURCES
POLICY/PROCEDURE	GRIEVANCE PROCEDURE
DATE OF ISSUE	JULY 2024
DATE OF REVIEW	JUNE 2025
VERSION	1

If you have any questions or grievances relating to your employment, you may seek redress orally or in writing in the following manner.

In the first instance you should refer the grievance to your line manager and the matter will be discussed informally with you.

If the grievance is not thereby resolved or if you consider that you are not being fairly treated, you may apply, in writing, to the Chief Executive Officer within 7 days of receiving the outcome of the previous discussion. If applying in writing, then you should set out the nature of your grievance.

The Chief Executive Officer (or his / her representative) will arrange a meeting at which your grievance will be considered and will write to you advising you of the date, time, and location of the meeting. Where possible the Chief Executive Officer will write to you within 5 working days of receipt of your written grievance and arrange a meeting within 10 working days of receipt of your grievance.

At the meeting either you or the person accompanying you will be entitled to address the Chief Executive Officer.

Where possible the Chief Executive Officer will write to you responding to your grievance within 5 working days of the meeting.

If you are not satisfied with the Chief Executive Officer's response you may appeal that decision in writing to a Director of the Company within seven days of the date of the Chief Executive Officer's letter giving your reasons.

A Director of the Company will arrange a meeting at which your grievance will be considered and will write to you advising of the date, time, and location of the meeting. Where possible a Director of the Company will write to you within 5 working days of receipt of your written grievance and arrange a meeting within 10 working days of receipt of your grievance.

At the Appeal meeting either you or the person accompanying you will be entitled to address the Director of the Company.

Where possible the director of the Company will write to you within 5 working days of the hearing of your appeal with his / her decision, which will be final.

At any stage in the grievance procedure, you may be accompanied by a work colleague of your choice, or by an appropriately trained Trades Union Official.

The Company retains the right to involve an independent external HR Consultant at any stage.

Please note that it is prohibited for employees to record (whether covertly or otherwise) the proceedings at the grievance hearing, and at any appeal hearing, without the express permission of the Company.

The Company and you should consider the possibility of mediation at any stage of the procedure.