



GRIEVANCE PROCEDURE

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	Name	Role	Signature	Date	Rev
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GRIEVANCE PROCEDURE POLICY:

The Company’s Grievance Procedure provides a process for you to seek internal resolution of your work-related issues and concerns without fear of retaliation.

The Company encourages open communication between employees and Managers at all levels. The Company has an 'open door' philosophy that recognises the value and importance of discussion in resolving misunderstandings and preserving good relations between Managers and employees. You are free to discuss your work-related concerns with your immediate Manager, another Manager or Director, or the Office Manager.

A grievance is a concern, problem, or complaint about work, working conditions or relationships with colleagues. If you have a grievance, you should bring it to the attention of your Manager as soon as possible. Your Manager will discuss the matter with you informally and try to provide an explanation, solution or response on the issue. If you are not satisfied with your Manager's response (or where the grievance is about your Manager), you should take the concern to the Office Manager.

Retaliation for bringing an issue or concern to your Manager or to the Office Manager will not be tolerated. The Office Manager will promptly, thoroughly and objectively investigate any claims of retaliation.

This policy should in no way be construed as limiting or requiring you to go directly to your Manager or anyone else in the chain of command in cases such as claims of harassment, retaliation, discrimination or violations of any laws, policies or ethical standards which involve your Manager.

FORMAL PROCEDURE:

If it is not possible to resolve a grievance informally, you should set out your grievance in writing to the Office Manager. Your written grievance should contain a brief description of the reasons for your complaint including any relevant facts, dates, and names of individuals involved.

The Office Manager will then appoint a hearing officer, who is generally a senior manager or director from a different business unit who has no prior knowledge of your concern, and the Office Manager will provide process advice to the appointed hearing officer. The hearing officer will arrange a meeting with you to discuss your grievance, including how you would like to see your grievance resolved. You have the right to be accompanied by work colleague or a trade union representative at this meeting. For the avoidance of doubt, this should not be taken as meaning the Company will recognise any trade union for collective bargaining purposes where it is not legally obliged to do so.

You must tell the appointed hearing officer who your chosen companion is in good time before the meeting. At the meeting, your companion may make representations to the hearing officer and ask questions but should not answer questions on your behalf.

The meeting may be adjourned for further investigations, after which the meeting will usually be reconvened. The hearing officer will confirm the outcome to you in writing as soon as reasonably possible following the conclusion of the investigation.

APPEALS:

If you feel that your grievance has not been satisfactorily resolved, you have the right to appeal against a grievance decision. If you wish to appeal, you should notify the Company in writing within 5 working days of receiving written confirmation of the decision, setting out your grounds for appeal.

The appeal hearing will be conducted by another senior manager or director who has no prior knowledge of your grievance within a reasonable period of the appeal being lodged, and you have the right to be accompanied by a work colleague or trade union representative at this meeting. For the avoidance of doubt, this should not be taken as meaning the Company will recognise any trade union for collective bargaining purposes where it is not legally obliged to do so.

The Company's final decision will be notified to you in writing as soon as reasonably possible following the conclusion of the investigation.

The outcome will either be:

- to reject the appeal and confirm the original decision; or
- to uphold the appeal and make a different decision.

The decision at the appeal stage is final.



Luke Deasy
Managing Director