

Grievance Procedure

1 Practice

The object of the grievance procedure is to enable employees who consider that they have a grievance or complaint arising from their employment with the Company to have it dealt with at the appropriate level within as short a time as reasonably possible. Anyone wishing to use this procedure can do so freely and without prejudice to his/her position in the Company.

This procedure does not form part of your contract of employment. However, the Company will not depart from it without good reason.

2 Procedure

Stage 1

Discuss the matter informally with your manager. S/he may be able to resolve the matter to your satisfaction.

If the complaint or grievance relates to your manager, the grievance can be raised with your manager's manager.

Stage 2

If your grievance has not been resolved to your satisfaction at Stage 1 and you wish to take the matter further, write to your Departmental Manager/Human Resources Manager setting out your grievance in full (please include copies of any relevant documents). The person dealing with the grievance will invite you to a meeting to discuss the grievance and will try to resolve matters to your satisfaction. It may be necessary for that person to make enquiries with other people about your grievance, and possibly to have a second meeting with you.

After the meeting (or meetings), the person dealing with your grievance will write to you with the outcome of your grievance. The letter will include a reminder of your right to appeal if you are not satisfied with the outcome.

Stage 3

If you wish to appeal, you should write to the MD within 14 days of receiving the Stage 2 decision. Your appeal letter should set out the reasons for your appeal.

The person dealing with your appeal will invite you to attend an appeal meeting when your grievance and your reasons for appealing will be discussed further.

After the meeting, the person dealing with your appeal will write to you with a final decision. There will be no further appeal from that decision.

3 Right to be Accompanied

At any Stage 2 or Stage 3 meeting, you have the right to be accompanied by a single companion who is either:

a work colleague; or

a full-time official employed by a trade union or a lay official, so long as they have been certified in writing by their union as having experience of, or as having received training in, acting as a worker's companion at disciplinary or grievance hearings.

Your representative has the right to explain and sum up your case, and to respond to any views expressed at the meeting. S/he may not answer questions on your behalf. If your representative cannot attend on the date the Company has set for the meeting, the Company will always postpone the meeting where you provide a reasonable alternative date for that meeting within 5 days after the scheduled date. The Company may (at its absolute discretion) postpone the meeting until after your alternative date.

The Company shall permit a work colleague to take time off during working hours for the purpose of accompanying another of the Company's workers in accordance with clause the above.

4 After Termination of Employment

If you lodge a grievance after your employment has ended, the Company can either go through Stages 2 and 3 above or it can agree with you to deal with matters on the basis of a written grievance and written response (without a meeting). On receipt of your grievance, the Company will discuss with you which option you would prefer to adopt.