



# Grievance Policy

This policy applies to all companies within the Relyon Group.

It is the aim of the Company to maintain good working conditions and to foster good working relationships between employees, however, it is recognised that occasion may arise where a member of staff is dissatisfied with matters related to their employment.

This policy is designed to ensure the Company can provide a fair, consistent and effective method for such matters to be raised and concluded without unreasonable delay.

This Grievance policy does not form part of the contract of employment and is meant as a guide to the procedures that will normally be followed when an employee raises a grievance. As such the Company reserves the right to vary the procedure or omit stages where it believes it to be appropriate in the circumstances. However, where applicable, the company will ensure that any procedure followed will comply with the current statutory minimum.

## Principles

This procedure will apply to any complaint by an employee about action which the Company has taken or is contemplating taking in relation to them (subject to the exclusions listed below).

In most cases where a non-written grievance arises it should be resolved at an early stage through informal discussion between the employee and their line manager.

Employees have the right to be represented at all stages of the formal procedure by a trade union representative or work colleague.

At all stages matters should be dealt with without unreasonable delay.

Any time limits provided in this policy are for guidance purposes only. If it is not possible to adhere to any time limit it may be amended as appropriate to the circumstances.

No decision shall be reached under the Standard Procedure without the employee first being invited to attend a grievance meeting.

The Employee will have the right to appeal any decision reached in respect of a grievance dealt with under the Standard Procedure.

No employee will be subjected to a detriment for raising a genuinely believed grievance (i.e. one that is not vexatious or malicious in intent).

## Informal Stage

All employees are encouraged to discuss any grievances they may have informally with their line manager in the first instance.

The manager will make every reasonable attempt to adequately resolve any issue without unreasonable delay.

Wherever possible the manager should meet informally with the employee within five working days to discuss the outcome. A note should be made of this meeting, citing the issues raised, and the proposed or agreed resolution.

If at any stage prior to or during the informal procedure the grievance is put in writing to the Company then the formal Standard Procedure will be triggered.

Use of the informal procedure will not preclude the Employee from utilising the formal Standard Procedure should they wish to take the matter further.

## **Formal Stage – Standard Grievance Procedure**

### **Written Statement of Grievance**

Employees wanting matters dealt with via the standard procedure need to set out their concerns in writing to their line manager, providing as much detail as possible about the specifics of the grievance and the remedy sought.

If the grievance is in relation to the applicable manager the written statement should be presented to their superior.

Employees must take all reasonable steps to present their written statement of grievance to the employer without unreasonable delay.

Unreasonable delay in presenting a written statement of grievance may inhibit the Company's ability to adequately investigate and respond to the matters.

Upon receipt of the grievance the Company will write back to the employee acknowledging the content and advising them of the procedure and detailing who is the nominated manager to hear the grievance.

### **Grievance Meeting**

The Person managing the grievance will then look to investigate all the matters raised by the employee.

The individual responsible has reasonable opportunity to investigate the content of the written statement of grievance. The Employee will be invited to attend a grievance meeting to discuss the matter.

The Company will endeavour to convene a grievance meeting within five working days following receipt of the grievance. Delays may occur where the matters raised are complex or individuals key to the process are unavailable.

The Employee will normally receive the invitation five days in advance of the grievance meeting.

The invite shall remind the employee of their right to be accompanied to the meeting by a fellow worker or by a trade union representative.

The Employee must take all reasonable steps to attend the meeting.

If the time or date proposed for the meeting is, for good reason, unsuitable for either the Employee or for their companion, the Employee may ask to postpone the meeting by up to 5 working days. No further rescheduling will be considered unless the reasons provided for non-attendance are exceptional.

The Employee's companion may put forward an Employee's case, sum up that case or with the Employee's permission respond to a view expressed at the hearing. However, the companion may not answer questions of fact on behalf of the employee.

The grievance meeting may be adjourned to allow matters raised during the course of the meeting to be investigated.

Full notes should be taken of meeting and they should detail all matters raised and responses given.

After the grievance hearing has been held, an investigation will take place. Within the grievance meeting, the employee may raise concerns which may not have been previously mentioned within the initial grievance letter, so these will need to be investigated by the Company to ensure a decision is made based on all of the facts of the case.

Once the investigation has taken place and any additional inquiries have been completed the person managing the grievance the employee will be notified in writing of any decision and given the right to appeal.

### **Decision**

After the grievance meeting is held, the Company will conduct a thorough investigation of the grievance.

The employee will generally be notified of the outcome in writing. Timescales for the decision will be provided on a case by case basis.

The notification will; address each of the points raised by the employee, confirm whether the grievance or any part thereof is upheld and confirm what remedies if any will be put in place.

The notification must also inform the employee of their right to appeal.

### **Appeal**

If an employee wishes to appeal against the outcome of the grievance meeting they must do so in writing within 10 working days of receiving the decision. The appeal letter should set out the grounds upon which the employee intends to appeal.

Once the Company has been notified of the Employee's intention to appeal an invitation to a grievance appeal meeting will be sent by the Company.

A grievance appeal meeting will normally be convened within 10 working days of the Company receiving notice that the employee wishes to appeal.

The Employee will normally receive the invitation five days in advance of the grievance appeal meeting.

The invite shall remind the employee; of their right to be accompanied to the appeal meeting by a fellow worker or by a trade union representative.

The Employee must take all reasonable steps to attend the meeting.

The companion's role in the appeal meeting and the rescheduling requirements are the same as those that applied at the grievance meeting.

Full notes should be taken of meeting and they should detail all matters raised and responses given.

A manager not previously involved in the original hearing who will normally be at a more senior level than the person who managed the initial grievance will conduct the appeal meeting.

### **Appeal Decision**

The employee will generally be notified of the outcome in writing within five working days of the meeting.

This decision signifies the end of the formal grievance process and there is no further avenue for appeal.

## **Formal Stage – Modified Procedure**

Wherever possible a grievance should be dealt with before an employee leaves employment. However a former employee may still raise a grievance about incidents which occurred during the period of employment.

The Modified procedure will only apply where the employee has left the employment and the Company was not aware of the grievance before their departure.

The procedure can only be utilised where both the Company and the Employee consent to its use.

Where a grievance was raised prior to departure or consent is not obtained to the use of the modified procedure then the standard procedure as set out above will apply.

Should the Modified procedure be used an investigation will be carried out by designated person. A grievance outcome will be provided in writing however the ex-employee will not be required to attend a grievance meeting and there will be no right to appeal.

### **Written Statement of Grievance**

Ex-employees wanting matters dealt with via the modified procedure need to set out their concerns in writing to the Company, providing as much detail as possible about the basis for the grievance and the remedy sought.

Ex-employees must take all reasonable steps to present their written statement of grievance to the employer without unreasonable delay.

Grievances received more than three months after the cessation of employment may not be dealt with unless in the case of exceptional circumstance.

Upon receipt of the grievance the Company shall write to the ex-employee acknowledging the grievance.

### **Written Response**

Following an investigation into the concerns raised, the appointed person will investigate and provide a written response to the ex-employee within 15 working days.

The response will; address each of the points raised by the ex-, confirm whether the grievance or any part thereof is upheld. There will be no further avenue for appeal.

### **Exclusions**

The grievance procedures outlined above may not apply in the following circumstances;

Where an Employee raises a grievance about action taken by the Company under the Disciplinary Procedure wholly relating to matters of conduct or capability (including performance), provided the disciplinary action is for a genuine reason and free from discrimination.

Where the Employee raises a concern as a “protected disclosure” in compliance with the public interest disclosure provisions.

Where the content of the grievance concerns matters which are outside the control/authority of the organisation.

### **Records**

Records should be kept accurately detailing the nature of any grievance raised, the Company’s response, any action required or taken, any appeal and appeal outcome.

These records will be kept confidential and retained in the personal file of the employee(s) who raised the grievance.



