

# Grievance Policy

**Document Owner:** Human Resources

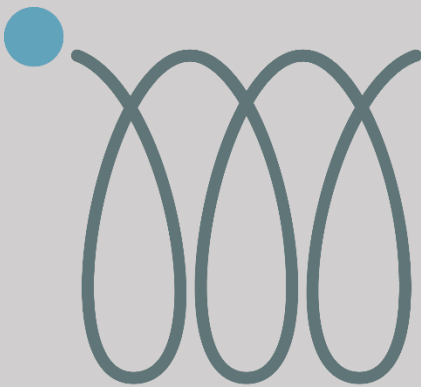
**Approved By:** HR Manager

**Date Approved:** May 2024

**Next Review Date:** May 2026

**Version:** 5

**Security Classification:** Internal use only



Version	Revision Date	Revised by	Section Revised
<u>1</u>	<u>05/15</u>	<u>HR Manager</u>	<u>Policy launched</u>
<u>2</u>	<u>07/18</u>	<u>HR Manager</u>	<u>Revision history, document control grid and section number inserted</u>
<u>3</u>	<u>05/21</u>	<u>HR Manager</u>	<u>Re-formatted</u>
<u>4</u>	<u>03/23</u>	<u>HR Advisor</u>	<u>Section 3 added (informal procedure)</u>
<u>5</u>	<u>05/24</u>	<u>HR Advisor</u>	<u>Section 4.2, 4.3 and 6 amended</u>

## Contents

1. Introduction .....	2
2. Purpose and Scope .....	2
3. Informal Grievance Procedure .....	2
4. Grievance Procedure.....	3
4.1 Stage 1:.....	3
4.2 Stage 2:.....	3
4.3 Appeals.....	3
5. Grievances following termination of employment.....	4
6. Disciplinary Issues .....	4
7. Protection against detriment .....	4

## 1. Introduction

This document explains the grievance procedure and what purpose the grievance procedure fulfils. This policy is entirely non-contractual and does not form part of an employee's contract of employment. Throughout this policy, references to "the Company" mean I.M. Group Limited and/or your employer within the group of companies headed by I.M. Group Limited as appropriate.

## 2. Purpose and Scope

The Company is committed to ensuring that your working environment is as harmonious and comfortable as possible. As part of this commitment, the Company will try and resolve any grievances that you may have during your employment.

A grievance is defined as any concern, problem or complaint raised by an employee to their employer. It can be about practices, policies, treatment by others or by the Company, working conditions or any other issue affecting your employment. All grievances will be dealt with fairly and consistently in relation to this procedure.

If you have a grievance, you should raise the problem first with your line manager on an informal basis, discussed further in 'Informal Grievance Procedure' below.

The Company will discuss your concerns in confidence, where appropriate will make discreet investigations, and will attempt to resolve the matter speedily and fairly. If this does not resolve the problem, you are able to submit a formal grievance, in accordance with the formal grievance procedure.

The Organisation reserves the right to engage external third-party assistance at any stage of the grievance process. In addition, a representative from the Organisation's HR department will be present at all formal grievance hearings.

## 3. Informal Grievance Procedure

If you believe you have grievance, you should raise it informally in the first instance with your manager who will often be best placed to respond to your complaint and who will try and resolve the matter as quickly as possible. However, if the matter cannot be satisfactorily resolved in this way, or if you feel it is inappropriate to raise the matter with your direct manager (for example if your grievance actually concerns them), you should discuss the matter with their line manager or HR who will try to resolve the complaint.

Where informal processes have not achieved the desired result, and you wish to pursue the grievance, you should do so through the Formal Grievance Procedure, detailed below.

## 4. Grievance Procedure

### 4.1 Stage 1:

Set out your grievance in writing, making clear that you wish to raise a formal grievance under the terms of this procedure, without unreasonable delay to your line manager or to the Human Resources Department. Where possible, your grievance should include all details, dates and the names of people involved, so that the matter can be properly investigated and resolved. It should also indicate the outcome that you are looking for.

If your grievance is in relation to your line manager, address your grievance to their manager or to Human Resources Department instead.

This grievance procedure will not be invoked unless you raise your grievance in accordance with these requirements.

Concerns regarding any matter which would fall within the scope of legislation on public interest disclosures (otherwise known as whistleblowing) must be raised in line with the Whistleblowing policy.

### 4.2 Stage 2:

Following receipt of your grievance, a meeting will be arranged with you by your line manager, or otherwise appropriate investigating officer, to discuss the situation. A HR representative will be present to document the meeting. At the meeting, you will be permitted to explain your grievance and how you think it should be resolved, you should bring any documents or evidence you have regarding the grievance to the meeting. You must take all reasonable steps to attend the meeting, and you may be accompanied by a work colleague or Trade Union representative. If your work colleague or Trade Union representative cannot attend the meeting, the meeting can be re-arranged to take place within five working days from the original date set. If your companion can still not attend in this time, we ask that you invite another companion to the meeting who is available to attend.

If it is felt that further investigation is required, or other people need to be spoken with, the meeting will be adjourned, and an investigation will be conducted.

Once a full and thorough investigation has been conducted you will be informed of the Company's decision in writing, and where appropriate a meeting may be held. The Company will endeavour to conclude your grievance as soon as possible; where there is an unusual delay you will be notified of the reasons for this and be told when a response can be expected.

Minutes of the meeting will be taken, and copies will be made available to the employee. A copy of the minutes will be stored by the HR department.

You will be notified of your right to appeal against that decision, and who to direct the appeal to, if you are not satisfied with the outcome.

### 4.3 Appeals

In the event that you feel your grievance has not been satisfactorily resolved, you may then appeal in writing within five working days of receipt of the letter detailing the grievance decision. In the letter you should set out the grounds for your appeal and send your appeal letter to the Human Resources Department.

On receipt of your appeal letter, an appeal hearing will be arranged and at this meeting you may be accompanied by a trade union official or a fellow employee of your choice. You must make every effort to

attend the grievance appeal meeting. The appeal hearing will be conducted by an employee who has not been involved in proceedings before this point, and a HR representative will be present to document the meeting.

You will be informed in writing of the Company's decision on your grievance appeal.

This is the final stage of the grievance procedure and the Company's decision shall be final.

## 5. Grievances following termination of employment.

Should a grievance be raised by an employee leaving the Organisation, where possible the grievance procedure will be concluded whilst they remain in employment. If it is not possible to conclude the process prior to their exit from the business, then it may be necessary to modify the procedure to complete it. If you wish to raise a grievance following termination of your employment, you must set out your grievance in writing and send it to the Human Resources Department. The Organisation reserves the right to modify the procedure outlined above. This includes, but is not limited to, providing a written response. Where necessary, you may be requested to attend a meeting.

## 6. Disciplinary Issues

If you raise a grievance this should be kept private and confidential between yourself, who you have raised the grievance to, and the Human Resources Department. If the Company discovers that you have intervened in the investigation process, for example talking to potential witnesses about the investigation or attempting to influence the outcome, this could jeopardise the investigation and as a result the grievance will be thrown out and disciplinary action taken against you.

Additionally, should the Company discover a grievance raised by you is malicious, fabricated or falsified it reserves the right to take disciplinary action against you. Please note that this could result in your dismissal for gross misconduct.

If your complaint relates to dissatisfaction regarding a disciplinary or dismissal decision, you should not invoke the grievance procedure but should instead appeal against that decision in accordance with the appeal procedure with which you will have been provided.

Where it is found that a grievance (or part of it) is upheld, the company will invoke the disciplinary procedure. Please see the company's disciplinary policy for further information.

## 7. Protection against detriment

Nothing in this procedure is intended to prevent the employee from raising any concerns they have.

Employees who raise concerns under this procedure will not be subject to any detrimental or less favourable treatment because of doing so.