



Grievance Policy

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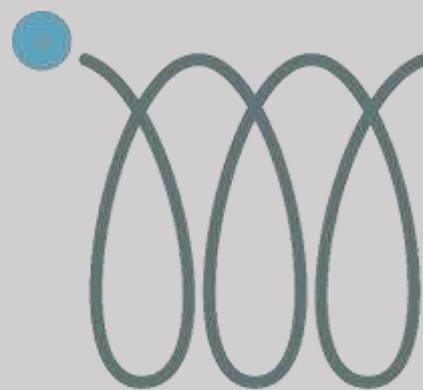
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1. Introduction

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 IMG (UK) Holdings Limited, its subsidiary entities, and those companies connected through common ultimate ownership (IM Group) and/or your employer within the group of companies headed by IM Group 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, make discreet investigations where appropriate, 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 Company reserves the right to engage external third-party assistance at any stage of the grievance process. In addition, a representative from the Company's HR department will be present at all formal grievance hearings.

3. Informal Grievance Procedure

If you believe you have a 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 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 must also indicate the possible outcome(s) that you are looking for.

If your grievance is in relation to your line manager, address your grievance to their manager or to the 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 which can be found on the SharePoint policies page.

4.2 Stage 2:

Following receipt of your grievance, a meeting will be arranged with you by your line manager, or otherwise appropriate grievance 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 you do decide to be accompanied to the meeting, please inform the HR team 48 hours prior to the meeting who you will be accompanied by. 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.

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.

4.3 Decision

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 grievance report, with attachments (where applicable) will usually be sent to the employee. In some circumstances it may be necessary to redact some documents and/or meeting notes.

If applicable to the situation, the grievance officer may also meet with the respondent(s) and/or witnesses separately, if they think it is necessary or appropriate. Relevant parts of the investigation may be provided to them and where necessary, will be redacted.

The grievance report may set out suggested recommendations for the employee and/or other parties involved in the grievance. It is expected that these recommendations are carried out unless the decision is appealed; in the case of an appeal, the recommendations may be reviewed or amended.

If applicable to the situation, the employee who raised the grievance will not be informed of any actions taken in relation to other employees for confidentiality purposes. While we strive to maintain confidentiality, there may be circumstances where disclosure is necessary, for example, to ensure a fair investigation, comply with legal obligations, or address safety concerns. In such cases, information will be shared strictly on a need-to-know basis and with appropriate discretion.

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.

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

4.4 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 or the person named in your letter.

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. When necessary, the appeal may be conducted by an external party, such as a solicitor. This may occur where there is a need for an independent appeals officer. In such circumstances, the time required to investigate and conclude the appeal may be extended.

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 Company, 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 Company 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 may 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 may 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 as a result of doing so.