

GRIEVANCE AND PROCEDURE APPEALS

POLICY STATEMENT

It is the Company policy to ensure that employees with a grievance relating to their employment, which may include any personal or health and safety at work issues, are entitled to use a procedure to resolve their grievances as quickly and fairly as possible.

This procedure should also be used where an employee wishes to appeal against a non-disciplinary decision or simply when they believe a grievance exists.

Any such complaint must be made in writing and forwarded to management as soon as practicable.

All workers have a statutory right to be accompanied at grievance hearings, if they so wish, by a fellow workers or trade union official.

PROCEDURE

Informal Discussion Stage

Employees should first raise any grievance with their line manager/supervisor unless their complaint is a grievance concerning that person. In such circumstances, the employee should raise the matter with the next level of Management.

Should the matter or complaint not be resolved by an informal discussion, the next stage of the grievance procedure should then be implemented.

In a small Company with a restricted Management structure in the organisation that means the Second Formal Stage will not apply, but the right of appeal remains an entitlement.

First Formal Stage

If the Employee feels that a matter has not been satisfactorily resolved through the informal discussions, they must put the details of any complaint in writing then forward this grievance to their immediate Supervisor or Manager.

Your Supervisor or Manager must respond within 5 working days in an endeavour to resolve the complaint, which has been raised as a matter of concern by the aggrieved Employee.

Second Formal Stage

If the issue or complaint is not resolved, the employee must raise the matter, in writing, with the appropriate Senior Manager, who must give to the complainant a response within 5 working days.

You will be invited to a meeting to discuss your grievance. You may be accompanied at this meeting by fellow worker of your choice or a union official.

Appeal Stage

If the grievance is still not resolved to the complainant's satisfaction, they should use their right of appeal regarding the grievance, by writing to the CEO of the Company or their Authorised deputy, explaining the details of their grievance and grounds of appeal.

The employee will be entitled to have a meeting with the CEO or their Authorised Deputy to discuss this grievance to try to resolve this matter.



The employee may be accompanied by a fellow worker of their choice or a Trade Union official.

The CEO or their Authorised Deputy will give in writing their decision, with reasons, within 10 days of the grievance appeal being heard.

The CEO or their Authorised Deputy's decision is final and ends the grievance procedure.

Rotunda Policy Review Record

Reviewed by:	Approval date:	Review frequency:	Review date:	Signed:
Maxine Ennis	11 th May 2024	Annual	12 th May 2025	