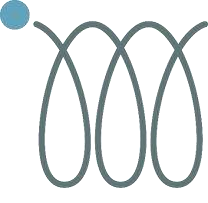
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Grievance

Policy

**Version**

**Revision Date**

**Revised by**

**Section Revised**

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**Document Owner:**

Human Resources

**Approved By:**

**Sonia Hall**

**Date Approved:**

01/05/2021

**Version:**

3

**Security Classification:**

Internal use only

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# 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. This includes Grace Foundation.

# Purpose and Scope

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.

If you have a grievance, you should raise the problem first with your line manager on an informal basis. If your grievance is about your line manager or you do not feel able to approach them, you should raise the problem with their manager or contact the Human Resources Department. 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 set out below.

# Grievance Procedure

## 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. 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.

## Stage 2:

Following receipt of your grievance, a meeting will be arranged with you to discuss the situation. You must take all reasonable steps to attend the meeting and you may be accompanied by a work colleague or Trade Union representative. At the meeting, you will be permitted to explain your grievance and how you think it should be resolved.

If your work colleague or Trade Union representative cannot attend the meeting, the meeting can be rearranged 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, 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.

You will be notified of your right to appeal against that decision if you are not satisfied with it.

## Appeals

In the event that you feel your grievance has not been satisfactorily resolved, you may then appeal in writing within seven days of receipt of the letter of the grievance decision. You should set out the grounds for your appeal. Please forward your appeal to 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.

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.

# Grievances following termination of employment

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.

An investigation will be carried out. Where necessary, you may be requested to attend a meeting.

# Disciplinary Issues

If you raise a grievance this should be kept private and confidential between yourself and your line manager and/or 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 your dissatisfaction with 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.