



Holden Knight Recruitment Ltd

Grievance Procedure

Human Resources v1.2

Review Date: November 2027



Grievance Procedure

1. Introduction

- 1.1 It is our policy to ensure that all employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. We aim to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.
- 1.2 This procedure applies to current employees of the Company only.
- 1.3 This procedure does not form part of your contract of employment and we may vary or amend it at any time. It does however set out the Company's current practices and you are strongly advised to familiarise yourself with its content.

2. USING THIS PROCEDURE

- 2.1 Issues that could cause grievances may include:
 - terms and conditions of employment;
 - health and safety;
 - work relations;
 - bullying and harassment;
 - new working practices;
 - working environment;
 - organisational change; and
 - discrimination.
- 2.2 This procedure should not be used to complain about pay, decisions taken in respect of performance under a capability procedure (inc. Sickness) or dismissal or disciplinary action. If you are dissatisfied with any action taken under an HR process, you should submit an appeal under the appropriate procedure. You are encouraged to raise a complaint at the time the issue is raised. Grievances relating to events that occurred over 3 months previously will not normally be considered.
- 2.3 We have a separate Anti-harassment and Bullying Policy that may be useful if you have been the victim of bullying or harassment or wish to report an incident of bullying or harassment involving other people.
- 2.4 We operate a separate Whistleblowing Policy to enable employees to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this procedure.
- 2.5 Written grievances will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process. These will be processed lawfully in accordance with Data Protection principles.

3. PROCEDURE

If you have a complaint or concern, you should follow the procedures below:-

- 3.1 Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.
- 3.2 You have the right to be accompanied at any stage of the procedure by a fellow employee or trade union representative.

- 3.3 If you feel aggrieved at any matter relating to your work, you should first raise the matter with your line manager explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.
- 3.4 If you wish to appeal you must inform your line manager within five working days of the decision being communicated to you. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the Company will be represented by a more Senior Manager than attended the first meeting.
- 3.5 Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.