



ANNINGTON

Grievance Policy & Procedure

Last Update: February 2016

Annington Limited
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Annington Limited, together with its subsidiaries and affiliates (“Annington”, the “Company”, “we”), is committed to acting with collaboratively and integrity in all our business dealings.

1. POLICY STATEMENT

Annington recognises that from time-to-time employees may wish to seek redress for grievances relating to their employment. In this respect, the Company policy is to encourage free communication between employees and their managers to ensure that questions and problems arising during the course of employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned. Where an employee’s grievance constitutes an appeal against a disciplinary decision, this should be taken up through the Company’s Disciplinary Appeals Procedure. Translators will be made available for employees at their request to assist with any language difficulties.

These procedures conform to the ACAS Code of Practice 1, Disciplinary and Grievance Procedures, which became effective on 6th April 2009.

2. GENERAL PRINCIPLES

The Grievance Procedure is designed to allow employees to air and settle disagreements as quickly and easily as possible.

The general principles are:

- All employees to be treated fairly and reasonably.
- All cases to be taken seriously by management.
- All individuals and circumstances to be dealt with sensitively.
- Objectivity to be maintained at all times.
- Confidentiality to be maintained at all times.
- All grievances to be dealt with at the lowest appropriate level of management.
- Where appropriate, if the subject of the grievance (complaint) is the employee’s manager, it may be necessary to raise the complaint with a more senior manager.
- Records should be kept detailing the nature of the grievance raised, the employer’s response, any action taken and the reasons for it. These records should be kept in accordance with the Data Protection Act 1998, which requires the release of certain data to individuals on their request.
- At all stages of the formal procedure, employees may be accompanied by a colleague or a certified trade union representative.

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3. PROCEDURE

3.1 INFORMAL

Employees are encouraged to resolve any grievance situation informally. This should be done by talking directly, politely and objectively to the person with whom they have the grievance. It may be sufficient to explain clearly to the person the nature of their grievance and how it interferes with their work.

If this approach is inappropriate or unsatisfactory and does not resolve the grievance informally, employees should follow the formal procedure.

3.2 FORMAL PROCEDURE

All complaints will be fully investigated. Confidentiality will be maintained as far as possible and the investigation will be handled with due respect for the rights of both parties. Every effort will be made to resolve the complaint quickly.

Any malicious complaints may result in disciplinary action against the complainant.

Where an employee has a grievance arising from employment and the informal route has been exhausted or it is not practicable to use this route, the following process will be invoked. Both the employee and the manager have responsibility for complying with the process as follows.

3.2.1 Stage One – Initial Grievance

Statement of Grievance

- The employee must set out the grievance in writing and send/give to the manager (or where the grievance is about their immediate manager, to a more senior manager)

3.2.2 Stage Two – Grievance Meeting

- The manager must hold a meeting within five working days to discuss the employee's concerns
- The employee has the right to representation from a work colleague or trade union representative
- A grievance meeting must take place before any decision is made
- The employee must take reasonable steps to attend the meeting
- Either at or after the meeting, the manager must provide the employee with the decision

- The employee must be given the right to appeal any decision to a more senior manager and this will progress the grievance to Stage Three (see below)

Wherever possible the grievance should be resolved and any decision given at the time of the meeting. However, if this is not practicable, a decision should be given within five working days of the meeting unless the employee and manager agree otherwise.

If the employee feels that they have not received a satisfactory outcome to their grievance at stage two, they must take the opportunity of appealing against the decision within five working days of the decision being

notified to them. If the employee does not appeal, no further action can be taken by the employee against the company.

3.1.1 Stage Three –Appeal Meeting

- The employee informs the manager, in writing, that they wish to appeal against the decision within five working days of the decision being notified to them. The letter must set out the grounds for the appeal.
- The manager hearing the appeal must hold a meeting within ten working days of the appeal being raised, to discuss the concerns / points raised
- The appeal will be dealt with impartially and, wherever possible, by a manager who has not previously been involved in the case
- The employee has the right to representation at the appeal meeting by a work colleague or trade union representative
- The employee must take reasonable steps to attend the meeting
- Either at or after the meeting the manager hearing the appeal must inform the employee of the final decision

Wherever possible, the grievance appeal should be resolved and any decision given at the time of the meeting. However, where this is not practicable a decision should be given within five working days of the meeting unless the employee and manager hearing the appeal hearing agree otherwise.

The decision given at or following the Stage Three Appeal meeting will be final and binding on all parties.

DOCUMENT VERSION

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Effective Date	April 2009	Review Date	April 2025
Policy Owner	HR & Payroll Manager	Policy Approved By	CEO of Annington Ltd

Internal Compliance Version Only
VERSION HISTORY

VERSION	AUTHOR	REVISION DATE	CHANGES
V.1.0	NGA Human Resources	April 2009	Policy creation
V.1.1	NGA Human Resources	April 2009	Policy updates following legislation changes
V.1.2	SW	December 2009	Policy review
V.1.3	KB	November 2013	Name change to NGA Human Resources
V.1.4	EW	April 2014	Policy review
V.1.5	KB	August 2015	General review
V.1.6	KB	February 2016	Clarification of wording on appeal

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