



Last updated July 2021

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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 where required.

These procedures conform to the ACAS Code of Practice on Disciplinary and Grievance Procedures, March 2015.

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 2018, 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 trade union representative.

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.

Malicious complaints will not be tolerated and 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 the Director of their Department)

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 be accompanied by a work colleague or trade union representative
- A grievance meeting must take place before any action is taken
- 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 or proposed action(s) in response to the complaint
- The employee must be given the right to appeal any decision to a more senior member of staff 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, the process is deemed to have been concluded to all parties satisfaction.

3.2.3 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 be accompanied 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 Control

Version Control

Printed documents are uncontrolled. This document is only valid on the day it was printed.

Version	Primary Author(s)	Description of Version	Date Completed
	NGA Human Resources Arinso	Grievance Policy and Procedure	
	NGA Human Resources Arinso	Policy updates following legislation changes	April 2009
2.0	SW	Policy review	December 2009
3.0	Kristy Burton	Name change to NGA Human Resources	November 2013
4.0	Emma Wood	Review	April 2014
4.1	Kristy Burton	General review	August 2015
4.2	Kristy Burton	Clarification of wording – one appeal	February 2016
5.0	CG	Policy review and update	July 2021