



Grievance Policy

Backline is committed to promoting effective working relationships and an environment in which employees feel able to raise work-related issues with their managers. Every employee has a right to have their grievance heard in a fair, sympathetic and un-biased manner.

This procedure provides a clear and transparent framework to deal with concerns, problems or complaints raised by employees in the course of their employment in relation to:

- matters affecting themselves as individuals; or
- matters affecting their personal dealings or relationships with other employees.

Exclusions - The procedure cannot be used to challenge formal outcomes in other procedures which have an appeal process, namely:

1. GRIEVANCE PROCEDURE

This procedure should be used if you have a grievance or complaint about your work or about those you work with. Where possible you should try to raise the matter informally in the first instance.

Step 1 You must set out your grievance in writing and send this statement to the Company.

Step 2 The Company will invite you to attend a meeting to discuss your grievance. The meeting must not take place unless:

- You have informed the Company of the basis for the grievance set out in the statement under step 1
- The Company has had a reasonable opportunity to consider its response to that information

After the meeting the Company will inform you of its decision, and the Company will notify you of your right to appeal if you are not satisfied with it.

Step 3 If you do wish to appeal, you must inform the Company within 5 working days of your grounds of appeal, and if you do so the Company will invite you to attend a further meeting. After the appeal meeting, the Company will inform you of its final decision.