

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 If you are happy seek to discuss this with your immediate supervisor or manager. If your grievance could not be resolved, then you will need to follow the following steps.
- Step 2 If step 1 isn't feasible or could not be resolved, then you will need to set out your grievance in writing (you have 28 days to do this from point of grievance) and send it to your branch manager and copy Paul Church If the grievance is about your manager then send your written grievance to the appropriate regional manager, again copying in Paul Church.
- Step 3 The Company will invite you to attend a formal meeting to discuss your grievance within 5 working days of receiving your written grievance

 The meeting and their might be a need for more than one meeting, will take place in a private room. You may have a witness as the company have the right also to have a witness and to take minutes.

It might be that the grievance cannot be resolved in this meeting and further meeting will need to take place or that the company might need reasonable time to consider its response to you.

- **Step 4** On conclusion you will receive a written response, even if not concluded to your satisfaction.
- Step 5 If you do wish to appeal, you must inform the Company (those people who were copied in on our response to you) 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.