



Compliance Group **Grievance Policy**

Electrical

Fire

Water

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Compliance Group Limited is registered in England and Wales with company number 12351374 and registered address at 85 Great Portland Street, London, England, W1W 7LT

Approval

The signatures below verify that this policy has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Position	Date
Prepared by	Phillipa Clark	HR Advisor	28/06/2023
Approved by	Cally Hickman	Group HR Director	29/06/2023

Amendment Record

This policy is reviewed to ensure its continuing relevance to the systems and process that it describes.

Revision	Document Reference	Changes made	Date
0	Whole document	New document. Document issued at Rev 0.	28/06/2023

The electronic version of this policy is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version(s) of this document is uncontrolled.

1. Introduction

Compliance Group Limited wants all colleagues to be able to raise problems and concerns that they may have with their work, working conditions or relationships with colleagues and for these issues to be resolved informally where possible.

We accept that there will be occasions where informal resolution cannot be achieved and this policy and procedure is designed to address and resolve these issues in a timely fashion.

No employee will be victimised by anyone in the organisation for raising a grievance.

2. Scope

This policy applies to all Compliance Group Limited Colleagues. This policy does not form part of your contract of employment and the Company may amend or depart from it without your consent at any time.

3. Policy

If you have a grievance/complaint relating to your work, working conditions, pay and benefits, working hours, treatment by fellow colleagues or if you are concerned about health and safety or a breach of statutory employment rights or any other issues affecting your employment you may want to try to resolve it quickly and informally through discussion with your Manager.

If you feel unable to approach your Manager directly, you should approach another Manager or a more senior member of the Company, who will discuss with you ways of dealing with the matter.

If attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal grievance under the following formal Company Grievance Procedure.

It is the Company's policy to ensure that grievances are settled as near to the point of origin as possible, and you should make use of this procedure to prevent avoidable escalation of grievances. Where possible, grievances will be settled informally by your Manager.

HR to whom grievances are submitted will investigate thoroughly and will communicate a decision to you as quickly as circumstances allow.

4. Principles

Any grievance raised will be fully investigated to establish the facts of the case. The Company will act consistently.

You have the right to be accompanied to meetings by a fellow employee or Trade Union representative. The companion may address the hearing but may not answer any questions on your behalf, address the hearing if you do not wish it, or prevent you from explaining your case. The exercising or waiving of this right to be accompanied will be recorded in any ensuing documentation. The choice companion must be a reasonable one and should not prejudice nor unduly delay the hearing.

The exercising or waiving of this right to be accompanied will be recorded in any ensuing documentation. Grievances must be put in writing and sent to HR.

Under the Standard Grievance Process (SGP) a meeting will be held at which you can expand on your written grievance. Minutes taken during any formal meetings will be issued on request to all parties by the Manager carrying out the investigation. Unless otherwise agreed, you are expected to continue to work in accordance with your terms and conditions of employment throughout all stages of the Standard Grievance Procedure.

Upon receiving the outcome of your grievance, if you are not satisfied with the decision of the hearing Manager, Stage 2 of the Standard Grievance Procedure is considered an appeal. All matters will be dealt with without undue delay and The procedure will be non-discriminatory. Failure to follow this procedure by either party could have serious legal implications.

5. Procedure

Your involvement and consultation is advised at each stage of this procedure. If you have difficulty at any stage of the Grievance Procedure because of a disability, you should discuss the situation with HR as soon as possible.

If someone is found to be submitting multiple grievances that are not proven, we may follow the disciplinary process for Vitaceous claims.

5.1 Standard Grievance Procedure

Stage One

The grievance should be presented in writing to HR, your grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it. You will then be invited to a meeting to discuss the matter. At the grievance meeting, you will be invited to restate your grievance and how you would like it to be solved. The meeting may be adjourned if necessary, so that new issues may be investigated. Once the investigations/discussions have been concluded, the Manager considering your grievance will write to you notifying and explaining the decision and of your right to appeal. They will endeavour to do this within seven working days although in certain cases it may take a little longer.

Stage Two

If you are dissatisfied after Stage One and wish to appeal, you should refer your grievance in writing, stating your grounds, to HR.

You should do so at the earliest opportunity and in any event within five working days of receipt of the letter stating the outcome of Stage One. You will be invited to attend a meeting in order for the grievance to be discussed and will be given an opportunity to state your case, you must take all reasonable steps to attend this meeting. If you feel that you have a legitimate reason why you cannot attend the meeting on the proposed date, you must contact the person named on the invitation letter to inform them of this fact immediately. The meeting may then be delayed to facilitate your attendance, if this considered reasonable. The decision reached by the Manager or Director conducting this stage of the procedure will be final;

5.2 Grievance Procedure Post End of Employment

In cases where you raise a grievance after your employment ends you have 14 days in which to submit your Grievance to the company. After this time Compliance Group Limited are not obliged to hear your grievance.

If you leave employment before a grievance can be heard and investigated, the same procedure detailed in 5.1 applies.



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