

POLICY NAME	Grievance Policy and Procedure
PURPOSE	To ensure that a fair and consistent grievance procedure is followed when a grievance is raised by an employee.
APPLIES TO	All Staff
DATE IMPLEMENTED	January 2015

1 Introduction

- 1.1 Arctics Ltd (trading as Igloo) has developed this Policy and procedure to provide a framework for the prompt, consistent and effective resolution of any grievance raised by an employee.
- 1.2 The purpose of the policy is to ensure that a mechanism exists which will enable employees to resolve any complaints or problems relating to their employment with the Company.
- 1.3 Separate mechanisms are in place for when an employee wishes to make a disclosure, in the public interest (see Whistleblowing Policy), or appeal against disciplinary action (see Disciplinary Policy).
- 1.4 It is intended that grievances are resolved at the earliest stage and as quickly as possible without disruption to work. This depends on all concerned making every effort to resolve the matter under discussion and adopting a reasonable attitude to problems.
- 1.5 If an employee is unhappy about any aspect of his or her employment, they should take it up verbally with their Manager who will respond appropriately in a reasonable time frame. If an employee feels that a grievance has not been resolved satisfactorily through informal discussions, they should follow the Company's formal Grievance Procedure, as detailed below.
- 1.6 This policy applies to all Company employees.

2 Timescales

- 2.1 All steps in relation to a grievance will be carried out by the Company within a reasonable time. This will depend on the nature of the grievance and the investigation requirements.
- 2.2 Where reasonably practicable, at least 48 hours notice will be given for attendance at any grievance meeting.

3 Disabled Employees

- 3.1 The Company will ensure that reasonable adjustments are made to ensure that any disabled employee is not disadvantaged in any way.

4 Employee Representation

- 4.1 An employee has the right to be accompanied at any formal grievance meeting by a work colleague or trade union representative.
- 4.2 Any trade union representative invited to attend a grievance meeting (who is not an employee of the Company) must produce evidence that he/she is employed by an independent trade union, or a written document from his/her trade union certifying their competence to act as a companion at such a hearing.
- 4.3 Where an employee is represented, the representative may confer with the employee, speak on behalf of the employee, or sum up the employee's case, however they may not answer questions put to the employee. The representative can attend in the capacity of a witness should the employee so wish.
- 4.4 Any grievance hearing or grievance appeal hearing will be postponed for a period of up to five days to accommodate the availability of a proposed representative.

5 Special circumstances

- 5.1 There will be no requirement to start or take part in a grievance procedure if:
 - One party has reasonable grounds to believe that starting or completing the procedure would result in a significant threat to any person or any person's property. The words "significant threat" are intended to cover both violence and threats of violence either to a party or a party's property or any other person or person's property;
 - One party has been subjected to harassment and has reasonable grounds to believe that starting or completing the procedure would result in further harassment.

6 Meetings

- 6.1 Where possible, every effort will be made to re-arrange meetings if either the Manager conducting the process, the employee or the employee's representative is unable to attend a meeting through unforeseen circumstances (e.g. illness or motor car breakdown).

7 Formal Grievance Process

7.1 Step 1 - Statement of Grievance

- 7.1.1 The employee must set out their grievance in writing and send it to his/her Manager. Where the grievance is about the employee's Manager, the grievance should be sent to an alternative Manager/Director.

7.2 Step 2 - Grievance Meeting

- The Manager/Director receiving the grievance letter will, where possible, invite the employee to attend at least one meeting to discuss the grievance. The meeting will be scheduled after the Manager/Director receiving the written grievance has had a reasonable opportunity to consider the grievance.
- The employee raising the grievance must take all reasonable steps to attend a grievance meeting.
- The employee will be offered the opportunity for a work colleague or trade union official to attend the grievance meeting.
- At the grievance meeting, the employee will be given an opportunity to expand on his/her grievance and the Manager/Director conducting the meeting will ask questions to clarify issues.
- The investigating Manager/Director may then wish to seek further information and/or interview any individuals he/she believes may be relevant to the investigation.
- After the meeting, the Manager/Director conducting the grievance hearing must inform the employee of the decision in response to the grievance as soon as possible. This may not be on the same day.
- During the grievance hearing the employee will be notified of his/her right to appeal against the decision if they are not satisfied with it.
- The grievance outcome will be provided in writing, within which, the employee will also be reminded of their right to appeal, and who this should be addressed to.
- Any appeal will be heard by someone independent.

7.3 Step 3 - The Appeal

- The employee may appeal in writing, within five days of the grievance decision being communicated to them.
- The appeal letter should provide details of basis of the appeal and reasons as to why the employee is not satisfied with the decision.
- The Manager/Director hearing the appeal must conduct an appeal hearing.
- The employee must take all reasonable steps to attend the meeting.
- The employee will be offered the opportunity for a work colleague or trade union official to attend the appeal meeting either as a witness or to represent the employee.
- At the appeal meeting, the employee will be given a chance to expand on his/her grievance and the Manager/Director will ask questions to clarify issues.
- After the appeal meeting, the Manager/Director must inform the employee of the final decision in writing.
- This may not be on the same day as the appeal meeting.
- Any decision made following an appeal will be final.

8 Modified Grievance Procedure

8.1 A Modified Grievance Procedure is available to employees who have left the Company. It can be instigated in circumstances where:

- The Company was unaware of the grievance before the employee left;
- The employee raises a grievance after leaving employment;
- The procedure had not been completed before the employment ended.

8.2 Both the Company and the former employee must agree in writing to use the modified procedure rather than the standard procedure. If the above conditions are not all satisfied, the standard three-step procedure will apply.

8.3 The two steps of the modified procedure are as follows:

8.4 Step One – Statement of Grievance

8.4.1 The employee must set out his or her grievance in writing and give or send a copy to their former Manager. The letter must state the basis for the grievance.

8.5 Step Two – Response

8.5.1 The Manager must set out his or her response to the grievance in writing and send a copy of it to the employee or former employee.

8.6 There is no right of appeal when the modified procedure is used.

9 General

9.1 Every effort will be made to ensure that employees are encouraged to raise grievances and will not suffer any detriment for doing so. However, if an employee is found to have made a malicious grievance or to have made a grievance in bad faith, the Company's disciplinary procedure may be invoked.

10 Exceptional Circumstances

10.1 The Company will always endeavor to follow the above procedure to ensure employees are treated fairly and consistently.

However, in some circumstances it may be deemed necessary, for business reasons, to react quickly to matters of grievance, therefore, it may be decided to dispense with the preceding guidelines.