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# Grievance Procedure

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## 1. Introduction

The objective of this procedure is to explain how employees can raise any concerns, complaints, or problems they have about their employment. This procedure also sets out the steps the Company will take to address, and hopefully resolve, these matters at an early stage and by the appropriate level of management.

Where there is a harassment, bullying or inappropriate behaviour complaint then the Dignity at Work policy or Whistleblowing protected disclosure procedure should be used.

This procedure must not be used for disciplinary cases and the Disciplinary Procedure must be followed. Where an employee has a grievance about a disciplinary decision taken against them, they must use the disciplinary appeal procedure.

GRAHAM are committed to being an inclusive workplace where all employees, customers and stakeholders can fully participate and contribute. We strive to ensure accessibility across all facets of our operations, including physical spaces, digital platforms, communication channels and services.

Our People polices are regularly audited against rigorous accessibility standards to ensure compliance and to support every employee.

Anyone who requires additional support or has any questions regarding accessibility can contact the HR team at [HR-GFM@graham.co.uk](mailto:HR-GFM@graham.co.uk)

## 2. Scope & Status

This procedure applies to all GRAHAM Facilities Management employees. It does not give contractual rights to individual employees. The Company reserves the right to alter any of the terms of this procedure at any time, although we will notify you in writing of any changes.

## 3. Procedure

In order to address an employee grievance in an effective and timely manner the following procedure will be followed.

Reasonable accommodation will be made to the procedure for disabled employees. Any employee who has a difficulty at any stage of the procedure because of a disability should discuss the situation with HR as soon as possible.

### Informal Procedure

#### Stage 1 - Informal Discussions

- Employees are encouraged to raise any issue as quickly as possible by speaking to their immediate supervisor/manager in the first instance. The immediate supervisor/manager will initially seek to find an informal resolution, where possible.

- Informal discussion can frequently resolve the matter and it normally results in the best outcome for all parties as it can prevent the situation escalating and allows the matter to be dealt with quickly.
- If the matter concerns the employee's immediate supervisor/manager, the employee should raise it with the next Senior Manager who will help to try to resolve it.
- The Company recognises that it may not be possible or appropriate to resolve every grievance informally. Where this is the case the formal procedure (Stage 2) should be followed.

## Formal Procedure

The purpose of the formal grievance procedure is to provide employees with the opportunity to raise their grievance formally with management. The Company's aim is to ensure employee grievances are dealt with fairly, consistently, and without unreasonable delay by the appropriate level of management.

### Stage 2 - Submission of Grievance

- If informal discussions (Stage 1) have failed to resolve the grievance, or if the nature of the grievance means it is not appropriate to use the informal process, the employee should send their grievance in writing to their immediate supervisor/manager. The employee should set out the nature of their complaint and how it might be resolved. It is helpful if the correspondence also sets out that the employee is invoking the formal stage of the Grievance Procedure.
- If the nature of the grievance means that it is not possible or appropriate to discuss it with the immediate supervisor/manager, the employee should send their written grievance to the manager directly above the immediate supervisor/manager.
- The employee will be invited to a meeting to discuss the issues raised in the grievance. This meeting will normally be held within 5 working days of the formal grievance being received.
- Employees must take all reasonable steps to attend the meeting, but if for any unforeseen reason the employee, their companion, or the employer, can't attend, the meeting will be rearranged.
- We will attempt to resolve the issue and will normally provide an outcome in writing to the employee within 5 working days (where possible) from the date on which the grievance was first raised
- Stage 2 of this procedure must be exhausted before moving on to stage 3.

### Stage 3 - Appeal

- If the employee is not satisfied with the outcome at Stage 2 they can appeal to the manager directly above the supervisor/manager involved at Stage 2. In no circumstances shall Stage 3 of the procedure be carried out by the same person involved at Stage 2.

- This appeal must be made in writing within 5 working days following the day on which the employee received the outcome at Stage 2 and should set out the reasons the employee is dissatisfied with the outcome.
- The employee will be invited to a meeting to consider their appeal. This appeal meeting will normally be heard within 5 working days.
- Following the appeal meeting the manager will inform the employee in writing of the outcome of the appeal. This will normally be issued within 5 working days from the date of the appeal meeting.
- The decision made at Stage 3 is final.

### **3.4 Representation**

At all stages of the formal grievance procedure, you have the right to be represented by a workplace colleague or by a representative of a recognised Trade Union.

You will not normally be permitted to be represented by, or accompanied by, an external party, including counsel, solicitors, or family member/friend.

### **4. Timescales**

Although some timescales are included, it is recognised that it may not always be possible to keep to these; where this is the case we will take steps to inform you of any revised timescales. Nevertheless, the principle applies that each stage of the procedure should be completed without unreasonable delay.

### **5. Recordings**

Notes may be taken at any meeting held under this policy however no one is permitted to make any electronic recording of any meeting, for example, on a mobile phone, dictaphone or other recording device. Any breach of this rule will be treated seriously and will be dealt with under the Company's Disciplinary Procedure.

### **6. Mediation**

At any stage in the process the Company may ask the parties to consider the option of mediation at this stage. If the parties are agreeable to this the mediation will be facilitated by someone who is independent and acceptable to the parties; this is usually a representative of HR.

### **7. Third parties**

The Company reserves the right to engage an independent third party to assist at any stage of this procedure.