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# Grievance Policy

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## 1. Introduction

The objective of this procedure is to provide an employee, who considers that they has a grievance relating to their employment, with the opportunity to have it examined quickly and effectively, at a reasonable location and where a grievance is deemed to exist, to have it resolved if possible, at the earliest practicable moment and at the first level of management.

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

This procedure must not be used for disciplinary cases. In such cases the Disciplinary Procedure shall 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

This policy applies to all GRAHAM Facilities Management 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

This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a grievance.

The supervisor/manager involved at each stage of this procedure may request another manager to deputise for him/her if necessary.

### 3.1 Stage 1 – Informal Discussions

- An employee who feels aggrieved on any matter affecting his/her employment should speak to his/her immediate supervisor/manager. The Company will initially seek to find an informal resolution to any issues. This may involve mediation overseen by an independent individual who is acceptable to both parties, usually a representative of Human Resources.

- It is anticipated that the majority of grievances will be settled at Informal discussions stage (Stage 1) as this normally results in the best outcome for all parties, however employees can invoke the formal procedure (Stage 2) at any time.

### **3.2 Stage 2 – Submission of Grievance**

- If informal discussions (Stage 1) have failed to resolve the grievance or an employee has exercised their right to move to Stage 2 during the Stage 1 process, the employee should send a written explanation of their grievance to his/her immediate supervisor/manager, making it clear that they are invoking the formal stage of the Grievance Procedure.
- If the nature of the grievance means that it is not possible to discuss it with the immediate supervisor/manager the employee should send a written explanation of their grievance to the manager directly above the immediate supervisor/manager.
- An initial hearing will be arranged with the individual and his / her supervisor/manager to address the issues raised in the grievance.
- 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 must be rearranged.
- The immediate supervisor/manager or his/her manager will attempt to resolve the issue and will reply in writing to the employee within 5 complete working days (where possible) from the date on which the grievance meeting was held.
- Stage 2 of this procedure must be exhausted before moving on to stage 3.

### **3.3 Stage 3 - Appeal**

- If the employee is not satisfied with the outcome at Stage 2 they may raise the grievance in writing with the manager directly above the supervisor/manager 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 (where possible).
- 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.
- In no circumstances shall Stage 3 of the procedure be carried out by the same person involved at Stage 2.
- 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 accompanied by a workplace colleague or by an accredited representative of a Trade Union.

A workplace colleague may not be in a position of authority over you as they may be involved in further grievance proceedings. You will not 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. Nevertheless, the principle applies that each stage of the procedure should be completed as quickly as possible and the time limits extended in exceptional circumstances only.

#### **5. Recordings**

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