



Grievance Policy



Below is our Grievance Policy; endorsed by the Committee on 29th November 2017. Review date: December 2020

1. Introduction

This document sets out the approach to and provides guidance on dealing with Concerns and Complaints from or against members of the Company. It outlines the process undertaken to seek to progress matters through resolution to conclusion. It sets out the process to be followed if matters require to be escalated. This procedure does not seek to represent or replace any legal instruments.

2. Concern or Complaint?

2.1 Expressions of dissatisfaction raised between or against individual company members should not automatically be considered as formal complaints. The matter causing concern should be referred to a committee member for consideration and advice before seeking resolution.

2.2 Concerns should seek to be resolved through resolution at the lowest level possible i.e. directly between affected parties. The matter at hand should be made known to a committee member and the method of resolution endorsed by an office bearer.

2.3 Matters deemed by the committee to constitute formal complaints may require the involvement of third parties in progressing to conclusion. The committee will consider Issues for Escalation on a case by case basis:

3. Issues for Escalation

3.1 Issues which are raised may be complex, emotive and made at a time of personal distress. Episodes involving any of the following will be considered for escalation with a view to a formal response endorsed by committee.

- Political, Media or Union Interest
- Criminal activity, Legal issues or Compensation claims
- Accidents requiring medical attention or reportable to HSE
- Allegations of member misconduct or inappropriate actions
- Multifaceted, ongoing or frequently arising issues



4. Resolution Process

4.1 The resolution process aims to support activity at as low a level as possible. The following process is provided for guidance:

1. **Acknowledge** and **agree** the issue being raised
2. Seek to explore the issue through **discussion** with affected parties
3. **Engage** parties collectively to **agree** options to **conclude**
4. **Confirm** the outcome within **5** Working Days
5. **Record** the outcome if necessary.

5. Investigation Process for Escalated Matters

5.1 If the issue cannot be resolved or is submitted directly to the committee for consideration the following process will be followed.

1. The issue will be **assessed** to establish if it is appropriate to be dealt with by the organisation through its committee or should be referred to a third party.
2. The following **factors** will inform the assessment, risk to individuals, risk to the organisation, exposure to liability and reputational damage.
3. The matter will be **acknowledged** by the committee
4. The matter will be responded to within **5** working days or **20** working days if further investigation is necessary
5. All parties will be made aware of the **outcome**
6. The matter will be **recorded** on Committee minutes

5.2 Further guidance will be case specific. Requests for further guidance from the committee should be directed through the company Secretary.

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