

It is Company policy to ensure that any employee with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner. Most routine complaints and grievances are best resolved informally in discussion with your immediate line manager or team leader. Where the grievance cannot be resolved informally it will be dealt with under the following procedure that complies with the statutory standard three-stage grievance procedure.

The Grievance Procedure

Stage 1: Employee gives written statement of grievance

You must put your grievance in a written statement of grievance and send a copy to a Company Director or the HR Manager.

Stage 2: Meeting is held and employer informs employee of the outcome

You will be invited to attend a hearing to discuss the grievance, (see Appendix One). The hearing will only take place once you have informed us of the basis for the grievance you have set out in your written statement, and we have had a reasonable opportunity to consider what response to make. You must take all reasonable steps to attend the meeting. You are entitled to have a colleague accompany you to the hearing. If you do not wish to be represented you will be required to sign a waiver, (see Appendix Two). After the hearing we will inform you of the decision taken in response to the grievance and notify you of your right to appeal if you are not satisfied with our decision. You must appeal to complete the statutory procedure.

Stage 3: Appeal if necessary

If you wish to appeal you must inform us. We will then invite you to attend another meeting. You must take all reasonable steps to attend. If reasonably practicable, another Company Director or the HR Manager will deal with the appeal. After the meeting we will inform you of the decision taken.

The Modified Grievance Procedure

The Modified Grievance Procedure will apply in relation to your grievance only if:

- you no longer work for CSRM
- you have agreed with us in writing that it will apply
- you raised it before you left, but the standard procedure wasn't completed, or you didn't raise it until after you left

There are two Stages within the Modified Grievance Procedure:

Stage 1: Employee gives written statement of grievance

You must put your grievance in a written statement and send a copy to us.

Stage 2: Employer gives written response

We will write back to you giving the response to the points you have raised.

Principles Applicable to the Standard and Modified Grievance Procedure

1. Each Stage in the grievance procedure should be carried out without unreasonable delay. The times and locations of meetings should be reasonable.
2. Meetings must be conducted in a way that allows both parties to explain their case.
3. Records should be kept detailing the nature of the grievance raised, the employer's response, any action taken and the reasons for it. These records should be kept confidential.
4. You have the right to be accompanied to the hearing by a fellow employee.
5. There are some cases in which the statutory procedure does not have to be followed or does not have to be followed in full, for example where your grievance is about the fact the employer intends to dismiss you. In these cases, the employer will not necessarily follow the statutory procedures set out above.

If you want to seek resolution of a grievance you must contact one of the Company Directors.

Appendix One Sample of Grievance Hearing Invitation.

Dear *<employee name>*

You are invited to attend a grievance hearing on *<date>* *<time>* at *<location>*. This hearing has been arranged to discuss your grievance *<details of grievance>*, as raised in writing to *<manager name>* on *<date of grievance>*.

The hearing will be heard by *<a CSRM Director or the HR Manager>*, and *<another appropriate person>*.

You are entitled to be accompanied at this meeting by a colleague. Please let me know whom you have selected to accompany you. If you do not wish to be represented you will be required to sign a waiver form to this effect at the beginning of the hearing.

Yours sincerely

Signed
Job Title

Appendix Two. Sample of Accompany Waiver

Employee Name: <Employee Name>

Details of the meeting: Investigation
 Disciplinary Hearing
 Disciplinary Appeal Hearing
 Grievance Hearing
 Grievance Appeal Hearing
 Tick Appropriate Line

Date of Meeting <Meeting Date>

I can confirm I have been offered the opportunity to be accompanied at the above meeting by a colleague.

I have chosen not to be accompanied at the meeting.

Signed.
Name.