

Most grievance issues can be resolved informally and any employee with a grievance, should in the first instance raise the issue with their immediate Supervisor. Where a grievance cannot be resolved informally the Company will follow the approved Advisory, Conciliation and Arbitration Service (ACAS) guidelines as detailed below.

1. Any employee(s) with a grievance that cannot be resolved informally should register their grievance formally with their immediate Supervisor. However, where their supervisor is the subject of the grievance, or it is of a sensitive or personal nature it may be registered with the HR Manager. The grievance should be made in writing, supported by factual evidence and/or witnesses, whenever possible.
2. An appropriate Manager will be appointed to investigate the grievance and a formal meeting will be held, where the employee will be given opportunity to explain their grievance and how they think it should be resolved. Employees have a right to be accompanied at the meeting by a colleague or trade union representative. It may be appropriate to adjourn the meeting if further investigation is necessary.
3. Following the meeting, the investigating Manager will decide on any appropriate action. Decisions will be communicated to the employee in writing and will set out what action, if any, the company intends to take to resolve the grievance.

Grievance Appeals Procedure

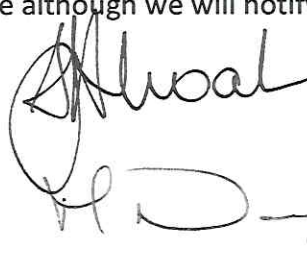
1. When an employee feels that their grievance has not been satisfactorily resolved they have the right to appeal and should inform the HR Manager of their grounds for appeal within two working days.
2. Upon receipt of the notice of appeal the HR Manager will appoint an independent Manager to hear the appeal and arrange an appeal hearing. Employees have a right to be accompanied at an appeal hearing by a colleague or trade union representative and will be given the opportunity to state their grounds for appeal and submit any new evidence which may not have been available previously. It may be appropriate to adjourn the meeting if further investigation is necessary.
3. The Manager hearing the appeal will decide on any appropriate action and the outcome of the appeal will be communicated to the employee in writing.

Once a grievance has been investigated and dealt with under the procedures set out above, the same grievance will not be considered a second time unless new evidence comes to light in.

Status of this procedure

This procedure does not give contractual rights to individual employees. The company reserves the right to alter any of its terms at any time although we will notify you in writing of any changes.

Signed on behalf of Wm. Lee Ltd



DATE: 29 JAN 2024

Signed on behalf of Unite the Union



DATE: 22-1-24