



*The supply line to the automotive industry*

## **GRIEVANCE POLICY AND PROCEDURE**

### **POLICY STATEMENT**

The aim of this policy is to ensure fair and effective measures to deal with complaints in a manner which thorough, yet rapid and just.

Within the Company employees may have problems or concerns about their work, working environment or working relationships that they may wish to raise and have addressed. The Company has provided this Grievance Procedure as a mechanism for these issues to be dealt with fairly and speedily before they develop into major problems.

### **PROCEDURE**

#### Informal Discussions

Before pursuing a complaint through the formal Procedure, the employee should raise any matter of concern or dissatisfaction with the immediate Supervisor. Only where this informal discussion fails to bring about a satisfactory solution should the formal route be followed.

The formal Grievance Procedure comprises 3 stages: -

**Stage 1.** If, despite informal discussions, the matter complained of has not been resolved then the employee should write to the immediate line Manager. In a situation where the immediate line Manager is the subject of the complaint, the communication should be addressed to the next level of management, ie the Manager's line Manager. A meeting will be arranged between the complainant and the Manager, within five working days of receipt of the written complaint, wherever practicable. Written notification of the outcome will be given to the employee as soon as possible following the meeting. In the event that the complainant is dissatisfied with the outcome of this initial meeting, they will have five working days from receipt of the written notice to refer the matter, in writing, to stage 2 of the Procedure.

**Stage 2.** This will follow the pattern set out for Stage 1, except this time the complaint will be heard by a designated Manager at least one step removed from the person

hearing the complaint under Stage 1. In other cases, where this is not practicable, the Company, at its discretion, may appoint another senior designated manager to hear the complaint.

**Stage 3.** If after 5 further working days no settlement is reached with the Manager, the employee can ask for the matter to be resolved by the next level of management, whose decision will be final.

- a) At any of the above stages the employee can be accompanied or assisted by a fellow employee of their choice, or a trade union representative if they so wish;
- b) The time limits given above are applied in normal circumstances, but may be extended by mutual agreement;
- c) At any stage, if requested to do so, the employee must put their grievance in writing;
- d) The Company may decide the appropriate person within the relevant management level to deal with the grievance. If a grievance is dealt with by the Managing Director (at any stage) then the decision will be final at that stage.
- e) The Company will prepare and distribute a written summary of the proceedings and the final decision reached in respect of every grievance which has progressed beyond the informal discussion stage.

### **Disclaimer**

This Policy does not form any part of an employee's contract of employment and the Company may amend, suspend or withdraw this Policy at any time.