



Grievance Policy

Last Reviewed - April 2020



1. Purpose

I-BOS Interiors are committed to creating a positive work environment where all employees can be successful contributors. It is recognised, however, that there may be occasions where an employee may wish to raise a concern, problem or complaint arising out of his or her employment.

I-BOS Interiors will aim to resolve issues quickly and informally whenever possible; when this isn't possible a formal procedure is available.

2. Scope

This procedure applies to all employees employed within I-BOS Interiors. Every effort will be made by all parties to resolve grievances in a fair and just manner at the earliest opportunity without invoking this procedure.

Throughout all stages of the procedure all parties are expected to continue working normally. In exceptional circumstances, where this is not practicable, then it may be possible for an individual to be moved to another project. If the grievance is in respect of the employee's Line Manager, the employee should carry out their day to day duties, wherever possible.

3. Roles & Responsibilities

3.1. Line Manager

Throughout this procedure the term "line manager" will refer to the nominated manager with delegated authority to take action.

3.2. Employees

Grievances should be raised by an employee as soon as possible after the incident/issue takes place or arises.

All efforts should be made by employees to attend meetings that constitute part of this procedure.

An employee is entitled to be accompanied throughout the formal stages of the procedure by a trade union or work colleague.

3.3. Human Resources Advice

Human Resources advice will be provided by the Finance Director, who holds formal HR qualifications and has a wealth of experience in Human Resources matters.

The Finance Director will provide advice and assistance to managers in regards to the commencement and operation of this procedure.

The Finance Director reserves the right to attend any meetings held in relation to any of the procedures set out in this document (except where the grievance is in respect of the Finance Director) and will always be in attendance at a formal disciplinary hearing.

This will ensure that advice is available on procedural issues and any employment legislation matters.



4. Confidentiality

Confidentiality must be maintained at all times and the contents of meetings undertaken as part of this procedure must only be disclosed on a “need to know” basis. A judgement must be made on what information should be shared. Any employees who breach confidentiality may be subject to disciplinary action in accordance with the I-BOS Interiors’ Disciplinary Policy.

5. Records

Records of all grievances will be retained securely on personal files, in line with the timescales specified in statutory guidance.

6. Informal Procedure

I-BOS Interiors hopes that most grievances are resolved during the informal stage without the necessity to proceed to the formal stage. In fostering a culture of mutual respect and trust, we believe it is important to address issues sensibly and openly as soon as they arise.

Employees are urged to discuss any problems they face with those involved as soon as possible.

In order to resolve any issues informally we recommend the following;

- Discuss the issue or concern with the colleague(s) involved
- Discuss the issue or concern with the line manager, who may be able to provide additional support in addressing the issue directly with the colleague(s) concerned
- Where appropriate, the line manager shall seek to resolve the problem personally or, by mutual agreement, in consultation with other members of staff
- Should any meetings take place during the informal procedure, it is recommended that notes of these meetings are taken to maintain a record of the key areas discussed and agreed outcomes. A copy of the notes should be given to the employee and a copy retained on their personal file. It is the responsibility of the line manager to ensure this takes place.

7. Formal Grievance Procedure

I-BOS Interiors recognises that the informal grievance procedure may not always be enough to resolve an issue and there may be a need to have measures in place that can assist in the resolution of any difficult grievance in the workplace. If, following the informal stage, the employee remains aggrieved, the employee may progress to the formal stages of this procedure.

The formal grievance procedure is there as a last resort to provide a mechanism for issues to be dealt with in a fair and efficient way – it should only be used when an issue cannot be resolved informally.

The formal procedure is in place to prevent misunderstandings and disagreements escalating into major problems.

7.1 Stage 1

Employees must first put their grievance in writing addressed to their line manager. If the grievance is in relation to their direct line manager then the grievance must be submitted to the



Finance Director. This should include as much detail as possible about the issues/concerns and the outcome the employee is seeking as remedy of the situation.

The employee will then be invited to attend a meeting to discuss the situation and aid the investigation of the grievance. This meeting will be held with the line manager and the Finance Director.

The meeting should be arranged within 10 working days (where practicable)

All relevant previous formal correspondence or notes from meetings, including any documentation from the informal stages, must be made available to the meeting.

Where relevant, written statements from both parties and witnesses may be submitted. These documents should be submitted at least 5 days prior to the meeting.

Following this meeting, the line manager and/or Finance Director will report back to both parties within 10 working days (where practicable or unless otherwise mutually agreed) and will offer solutions for resolving the grievance.

7.2 Appeal Mechanism (Stage 2)

An employee has the right to appeal if they are dissatisfied with the outcome of the formal stage of the procedure.

Appeals must be submitted in writing to the Finance Director and should outline the reason for appeal.

The appeal will be heard by a Director and the Finance Director.

The hearing will normally take place within 20 working days of receipt of the employee appeal, unless otherwise mutually agreed.

The employee will be asked to present their case, along with any new evidence, at the hearing. Employees have the right to be accompanied by a trade union or work colleague during this meeting.

The result of the appeal will be confirmed in writing within 10 working days (unless otherwise mutually agreed).

The decision of the appeal panel shall be final and there will be no right of further appeal.

Grievance Records

Formal grievances will be placed on an employee's personal file, along with a record of any decisions taken, notes of meetings or other documents compiled during the grievance process. Notes from an informal grievance will also be saved.