

CONTENTS	Page
1.0 OBJECTIVE	1
2.0 INFORMAL DISCUSSION	1
3.0 FORMAL PROCEDURE	1
4.0 OUTCOME	2
5.0 APPEAL	3
6.0 COLLECTIVE GRIEVANCES	3
7.0 GRIEVANCES DURING A DISCIPLINARY	4
8.0 GRIEVANCES FROM EX-EMPLOYEES	4

1.0 OBJECTIVE

We hope that you do not have any problems during your time with Lodge, but we will take the concerns of all our employees very seriously, should issues arise. We hope that most grievances can be settled informally with the help of your Manager, however, this procedure exists to ensure that grievances can be resolved as quickly as possible.

This policy and procedure have been drafted in line with the ACAS Code of Practice on Disciplinary and Grievance Procedures.

2.0 INFORMAL DISCUSSION

If a problem or concern relating to employment should arise, please contact your Manager to arrange a meeting, during which the issue can be discussed with the aim of finding a solution. In some instances, your Manager may need to carry out some investigation into the matter – depending on the nature of the issue, employee’s details and concerns will be kept confidential where possible.

Your Manager during the conversation will aim to let you know how they plan to resolve the issue, or explain their reasons if they believe no action is necessary.

If due to the nature of your concern/complaint it would be inappropriate to raise this with your Manager, or if an informal discussion has not resolved the issue, a Formal Grievance may be raised through HR.

3.0 FORMAL PROCEDURE

To raise a formal grievance, any concerns or complaints should be detailed in writing or via email to HR.

Grievances may be emailed to HRAdmin@lodgeservice.com, or sent by post to:

HR
Lodge Service
Bank House
15 Gosditch Street
Cirencester
GL7 2AG

Please ensure that on a grievance your name, contact details and employee PIN number are clearly stated.

The formal complaint should state what the problem is that is being raised as a grievance, and contain as much detail as possible, including any relevant names and dates. It should also include the outcome that you are hoping for.

If HR receive a complaint that we consider to be informal grievance, that has not been discussed with your Manager already, we will send this to them to liaise with your directly.

Please note, if we believe a grievance purposely contains false allegations, or if we discover an employee has been treated unfairly due to raising legitimate concerns, action may be taken inline with the Disciplinary Policy.

GRIEVANCE MEETING

Upon receipt of a grievance, this will be acknowledged by HR and you'll be invited to a meeting to talk about it. The meeting will be arranged with an appropriate manager to hear your grievance as soon as the business allows, this will usually be within seven calendar days of receipt, as we understand that you want these things to be dealt with quickly.

You have the right to be accompanied to the meeting by either a work colleague or trade union representative. If you wish to be accompanied please inform the meeting holder and HR the day before the meeting at the latest. If you or your chosen representative cannot attend the given date, contact the manager holding the meeting as soon as possible letting them know alternative dates and times you can make and they will try to rearrange for a time that works for everyone. Contact details to do this will be included on the invite letter.

You should attend the meeting ready to talk about your concerns or issues as fully as possible. The manager running the grievance meeting will ask you questions around the issue to ensure that they get a good understanding of your concerns. They may also ask the names of any witnesses who might be able to help them further with the investigation of your grievance, if they deem it appropriate. The meeting will also be attended by a notetaker, to capture the details of the discussion, or, in the event that this is not possible, the meeting will be conducted online and a transcript will be used. At the end of the meeting, or once the notes are written up, participants will review and sign the notes to confirm that it is an accurate reflection.

If an employee does not attend a grievance meeting, without notifying the meeting holder, it will usually be taken that they have withdrawn their grievance, and the case will be closed. In the case of exceptional circumstances, the employee will be invited to a second meeting or the company may choose to investigate the grievance based on the information provided. The employee will be sent a letter confirming this. We would not look to arrange a third meeting, should the employee again fail to attend or to notify their absence.

4.0 OUTCOME

After the meeting the manager who has heard the grievance, will conduct any further investigations they deem necessary and conclude their findings.

The outcome will be confirmed in writing. This will usually be withing 14 days of the meeting, however, you will be kept informed if there are any delays.

The outcomes possible are:

- Grievance not upheld – if the manager doesn't find enough evidence to support your grievance
- Grievance fully upheld – if the manager finds evidence to support your grievance
- Grievance partially upheld – if the manager finds evidence to support some concerns raised but not others.

The outcome will depend on the evidence available, which may support or challenge the grievance. The outcome letter will address the points of the grievance, to explain why each was upheld or not. The letter will also explain any steps that will be taken to resolve the issue, and confirm the right to appeal the decision.

5.0 APPEAL

You will always be given the right to appeal to any grievance outcome and will need to provide your grounds for appeal. This will be explained in the outcome letter and tell you who to address the appeal to. All appeals need to be within five calendar days of you receiving your outcome letter, but we may give you longer in exceptional circumstances.

Potential grounds for appeal are:

- New information or evidence is available that wasn't considered before,
- The process wasn't followed correctly, or
- They feel the outcome wasn't fair and reasonable.

The appeal will be scheduled and heard by a more senior manager than who heard the original grievance meeting, and who will have had nothing to do with the original outcome. You will have the right to be accompanied, following the same process as for the original meeting.

There will be another discussion of the grievance, and the employee will present their reasons for appeal. There will again be a notetaker. The hearing Manager should be able to advise when an outcome is likely to be ready.

When the outcome has been reached, HR will write to the employee with the final decision. This may be to:

- Reject the appeal – the original decision is upheld.
- Fully uphold the appeal – the manager will explain the steps to be taken to resolve the issue or propose an alternative steps to be taken.
- Partially uphold the appeal – the manager will explain the next steps to take to resolve those issues that are upheld.

Appeal of a grievance outcome is the final stage of the grievance procedure, and the decision is final. If we receive a grievance relating to a complaint that has raised before, if the circumstances haven't changed, we can decide not to hear it again

6.0 COLLECTIVE GRIEVANCES

If a group of colleagues want to raise a grievance about the same issue, one letter should be submitted on behalf of the whole group, containing the names and signatures of each colleague raising the grievance. You should nominate a spokesperson to represent the group.

The grievance will then be dealt with in line with the Grievance Process and the spokesperson will be invited to attend a grievance hearing on behalf of the group and be informed of the outcome.

If a manager receives a collective grievance then they must contact HR for further advice and support.

7.0 GRIEVANCES DURING A DISCIPLINARY

If you raise a grievance during the disciplinary process and it is unrelated to the disciplinary matter, the disciplinary process will continue and another manager will deal with your grievance separately. But, if the two matters are connected, we may deal with the grievance during the disciplinary process or pause this process while we deal with your grievance.

8.0 GRIEVANCES FROM EX-EMPLOYEES

The grievance procedure applies to current employees only. If you raise a grievance after you've left the company, the company may at its discretion investigate the matter but we won't always hold a grievance meeting. Therefore any information should be submitted in writing.

There will be no right of appeal for employees who have left during the grievance process or if a grievance is submitted from an ex-employee.