

## SCOPE

This document establishes the Grievance Policy for Galliford Try Employment Limited. References in this policy to the 'Company' are to Galliford Try Employment Limited. References in this policy to 'our people' are to employees of Galliford Try Employment Limited.

This policy sets out the framework for dealing with grievances and disputes that occur in the workplace, from individuals and/or groups of our people. It is designed to enable grievances to be addressed and resolved in a timely and effective manner.

This policy applies to all our people regardless of length of service or seniority but does not apply to agency staff or self-employed contractors. This policy is not intended to cover collective grievances which would be managed through the appropriate committee procedures.

All our people should be aware that malicious or reckless abuse of the grievance procedure to raise unfounded complaints or allegations will be viewed very seriously by the Company and may lead to disciplinary action being taken against the individual responsible.

## PURPOSE

The Company recognises that there may be occasions where our people may wish to raise a problem or grievance relating to their employment. This policy is designed to encourage open and constructive communication between our people and their manager, enabling individuals to raise problems or grievances so they can be resolved quickly, effectively and fairly.

If an individual is unhappy about the treatment that they have received, the grievance procedure enables them to raise their concerns.

The Galliford Try Employment Limited Grievance Policy will be brought to the attention of all our people. This Policy does not form part of our people's contract of employment and may be amended by the Company from time to time. It will be reviewed annually.

## GENERAL DATA PROTECTION REGULATION

Be aware that whenever we are collecting, using, retaining, transferring or disposing of any information about a person ("processing of personal data") in connection with the subject matter of this policy we have numerous obligations under the General Data Protection Regulations (GDPR). Any failure to comply with GDPR can have serious results including breach of the person's rights and financial penalties for the Company. You must not proceed with any processing of personal data unless you have first read and complied with the Group Data Protection Policy, reference HR-POL-004, which can be found on the BMS. If you have any questions about GDPR compliance please contact the Group Chief Information Officer, the Head of Information Security and Compliance or Legal Services.

## GRIEVANCE POLICY

### 1. General Principles

An individual who has raised a grievance must continue to undertake their duties in the normal manner for the duration of the grievance process unless there are specific circumstances when it is deemed by the Company to be appropriate for them to work in a different location or carry out alternative duties.

- At all stages of the formal procedure, our people have the right to be accompanied by a companion (either a fellow work colleague or a recognised trade union official). The companion has the right to address the meeting to explain and sum up the grievance, to confer with the individual during the meeting and to respond on the individual's behalf to any comments expressed at the meeting. However, the companion is not permitted to answer questions on the individual's behalf. The Company retains the right to ask an individual to choose an alternative companion in exceptional circumstances, for example where a conflict of interest may arise or where unavailability of a companion unacceptably delays proceedings.
- The individual will be given the opportunity to fully explain the grounds of their grievance before any decision is made.
- The Company will, so far as reasonably practicable, handle grievances in confidence and involve only those individuals relevant to the case.
- An investigation into a grievance will, as far as is reasonably practical, be handled promptly and without undue delay.
- Where a grievance is raised during a disciplinary process, it may be appropriate to suspend the disciplinary process until after the grievance has been heard. This decision will rest with the Company.
- If an individual raises a concern about wrongdoing or malpractice which could be considered under the Galliford Try Employment Limited Whistleblowing Policy, the matter will be reviewed, and the Company will determine whether it should be managed under the Grievance or Whistleblowing policy. The confidential Ethics helpline is independent to the Galliford Try Employment Limited Grievance Policy and using this facility does not preclude individuals from raising a grievance.
- Where an individual (or their companion) is unable to attend a meeting and provides an acceptable reason for not attending, the meeting will be rescheduled to occur within five working days of the original planned meeting date. Where an individual fails to attend a meeting and does not provide an acceptable reason it will be rescheduled within five working days of the original planned meeting date. In either circumstance, should an individual fail to attend a rescheduled meeting it may be held in their absence. The individual will be able to make written submissions in such an instance.
- The Company reserves the right to adjourn any formal grievance procedure where that may be appropriate to allow disciplinary proceedings to take place in respect of the issues raised in the formal grievance process.

## 2. **Informal Procedure**

The Company encourages our people to attempt to solve problems informally and directly without entering the formal grievance procedure. Grievances can generally be resolved quickly through informal discussions with line management, as that individual in most cases will be best placed to deal with the complaint. If the complaint is about a line manager or if the individual feels unable to speak to their line manager, they should speak informally to a more senior manager. Alternatively, an individual may approach a member of the HR team in confidence and discuss options for resolving their concerns. Where attempts to resolve the grievance fail, or where an individual feels unwilling or unable, for any reason, to deal with the matter informally, the formal procedure should be used.

## 3. **Applying the Formal Procedure**

### 3.1 **Stage 1**

- 3.1.1 The individual should set out the grievance in writing and forward it to their immediate line manager or, where the grievance relates to their line manager, to a more senior manager or to their HR contact.
- 3.1.2 The individual should state that their issue is raised under the grievance procedure. The grievance should contain as much detail as possible regarding the issue that has arisen, when it happened, details of anyone involved and copies of any supporting evidence. The individual may be asked to clarify matters relating to the grievance prior to a grievance meeting being held and the Company may carry out an investigation, which may involve meeting with the individual and any appropriate witnesses.

### 3.2 **Stage 2**

- 3.2.1 The individual will be invited to a meeting to discuss the grievance as soon as reasonably practicable. Under normal circumstances, this will be within ten working days of receipt of the grievance, or once the individual's line manager has had reasonable opportunity to consider the grievance and carry out any necessary investigation. The line manager may, in certain circumstances, arrange for another independent manager to undertake any investigation.
- 3.2.2 The individual should make every effort to attend the meeting.
- 3.2.3 The individual is entitled to be accompanied by a fellow work colleague or a recognised trade union official.
- 3.2.4 An independent person, who may be a member of the HR team, will be present to support the proceedings and record a summary of the discussion.
- 3.2.5 If appropriate, the meeting may be adjourned to carry out further investigations into the circumstances surrounding the grievance or to re-interview witnesses in light of any new points that have been raised at the meeting.
- 3.2.6 The outcome of the meeting will be advised in writing, normally within ten working days of the meeting.
- 3.2.7 The individual will also be notified that they have the right to appeal against the decision.

### 3.3 Stage 3

- 3.3.1 If the individual wishes to appeal, they must inform the Company in writing stating the grounds for appeal within seven calendar days of the date of the letter confirming the outcome of the grievance. If an appeal is received after this period, the individual will be required to state the exceptional circumstances which caused such a delay, and the decision whether to accept the appeal will be at the Company's discretion in those circumstances. The individual must state clearly the grounds on which they wish to appeal. The individual will be notified of the name of the manager to whom any appeal should be addressed.
- 3.3.2 An appropriate independent/senior manager will be appointed to conduct the appeal meeting which, in normal circumstances, will take place within ten working days of receipt of the letter of appeal.
- 3.3.3 The individual will be invited to attend an appeal meeting and must make every effort to attend the meeting and has the right to be accompanied by a companion who may be a fellow work colleague or a recognised trade union official.
- 3.3.4 An independent person, who may be a member of the HR team, will be present to support the proceedings and record a summary of the discussion.
- 3.3.5 After the appeal meeting, the individual will be informed in writing of the decision, where reasonably practicable within ten working days of the appeal meeting. The decision will be final, and the individual has no further right to appeal under this policy.

### 4. Useful Contacts

HR Hub by telephone on 01455 231828 or by email to [HR.Hub@gallifordtry.co.uk](mailto:HR.Hub@gallifordtry.co.uk)

Local HR contacts for advice and guidance