

GRIEVANCE POLICY



IPM Facilities Ltd
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No 04135159 VAT GB755195017

This policy is for use by employers to provide practical assistance for dealing with grievances or complaints raised by employees. The policy sets out the procedure to follow and the way to deal with any appeals. Following this policy will help to reduce the risk of successful claims by employees.

Introduction

The object of this grievance policy is to enable employees who consider that they have a grievance or complaint arising from their employment to have it dealt with at the appropriate level within as short a time as possible. This policy strives to:

- Provide a structured and confidential process for employees to raise concerns and grievances.
- Promote a culture of open communication and continuous improvement within the organisation.

This policy applies to all employees. It also applies to agency workers, consultants, or self-employed contractors.

This policy will be reviewed from time to time to ensure that it reflects our legal obligations and our business needs. This policy does not form part of any employee's contract of employment, and we may amend it at any time.

Principles

This procedure deals with all kinds of grievances or complaints.

If you have a grievance or complaint, you should first raise it informally with your line manager. Many grievances can be resolved informally in this way and such informal steps are not part of the formal grievance procedure. When the matter is very serious, or in other exceptional circumstances where there are good reasons for not raising the matter informally, you may proceed straight to the formal stage of the procedure.

The fact that you may have invoked the grievance procedure will not [(in the absence of exceptional circumstances)] preclude us from instituting, continuing with, or concluding disciplinary or poor performance proceedings.

We are committed to resolving each stage of the procedure as quickly as reasonably possible, taking into account the need to investigate any grievance fairly and thoroughly and any constraints imposed by staff availability.

Procedure

Please refer to the Company Handbook for the Procedure

Appeals

If you are dissatisfied with the decision, you may appeal by writing to the Chief Operating Officer within five working days of being informed of the decision.

We will appoint someone to hear any appeal who, as far as possible, will be someone who has not been involved in the earlier stages of the grievance and is at a more senior level of management. The person dealing with the appeal will undertake any further



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investigations he or she thinks necessary and will arrange a meeting with you to discuss the appeal. You will be informed of the outcome of the appeal in writing. The decision so reached will be final and there is no further right of appeal.

Signed:

A handwritten signature in black ink, appearing to read 'Mark Noakes', written in a cursive style.

Mark Noakes – Managing Director