

## Introduction

ABCA Systems Ltd recognises that there may be occasions when employees may wish to raise a problem or grievance relating to their employment. This policy is designed to encourage open and constructive communication between our employees and managers, so issues and concerns can be resolved quickly, effectively and fairly.

Employees should be aware that malicious or reckless abuse of the Grievance Policy to raise unfounded complaints or allegations will be viewed very seriously by the Company and may lead to disciplinary action.

## Scope

This procedure applies to all employees of ABCA Systems.

This policy does not apply to former employees and ABCA Systems Ltd reserves the right not to hear grievances from those who submit a grievance after they have been notified or given their own notice of termination of employment.

## Informal Process

Where an employee has a concern or issue they wish to raise, they should in the first instance attempt to resolve this informally.

Wherever possible employees are advised to discuss their concern(s) with their immediate line manager. If the employees concern(s) relate to their immediate line manager, they should speak to a more senior manager or HR in order to address the matter.

## Formal Process

### Submission

The formal process should normally only be applied where the employee has attempted to resolve their concerns informally, but this has been unsuccessful, or where the concern is such that it is more appropriate for them to be addressed through the formal process.

The employee should set out their concern(s) in writing, in as much detail as possible, and forward it to their immediate line manager or where the grievance relates to their line manager, to a more senior manager or HR. They should also state that their concern(s) are being raised under the grievance policy.

### Meeting & Investigation

Upon receiving a formal grievance, the Company will acknowledge its receipt and a manager will be appointed to hear and investigate.

As soon as reasonably practicable a meeting will be arranged to discuss the grievance and any supporting evidence. This meeting will be recorded and the employee is entitled to be accompanied.

If appropriate, further investigation will take place following the meeting to understand the circumstances surrounding the grievance and / or interview witnesses in light of any points raised in the meeting.

The employee will be advised of the meeting outcome in writing as soon as reasonably practicable. The employee will also be advised that they have the right to appeal against the decision.

An appropriate manager will be appointed to hear the appeal and as soon as reasonably practicable a meeting will be arranged to discuss the grievance appeal and any supporting evidence. This meeting will be recorded and the employee is entitled to be accompanied.

### **Appeal**

Should the employee wish to appeal the outcome they must inform the grievance hearing manager in writing stating the grounds for appeal, within seven calendar days of the date of the grievance outcome letter. The employee must state clearly the grounds on which they wish to appeal.

After the appeal meeting, the employee will be informed of the decision in writing as soon as practicable. The decision will be final and the employee will not have any further right to appeal.

### **Collective Grievances**

Collective grievances are grievances raised by two or more employees, and will be managed through the same process as explained above. Any employees raising a collective grievance will be required to elect a suitable number of representatives (which will be determined by the number of people raising the collective grievance), to make their case at the grievance meeting.

The elected representatives will be required to provide the names of the people raising the collective grievance, to allow the company to correspond with them as required.