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GRIEVANCE PROCEDURE

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DOCUMENT CONTROL

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AUTHORISATION

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1. PURPOSE & SCOPE

The purpose of this grievance procedure is to enable any employee of the Company to raise a grievance or complaint arising out of his or her employment with the Company and to have it dealt with speedily and fairly. Employees may use this procedure in good faith, freely and without prejudice to their position in the Company. This procedure applies to all employees, irrespective of their job or length of service.

2. MINOR ISSUES

Employees are encouraged to raise minor concerns on an informal basis with their reporting manager. Any discussions regarding the concerns will normally be held in private and without undue delay whenever there is cause for concern. Where appropriate, a note of any such informal discussions will be made.

If employee is dissatisfied with the outcome of an informal consultation with reporting manager or consider the matter too serious to be addressed in an informal manner, he/she should submit a written grievance.

3. CONFIDENTIALITY

Invenio aims to deal with all grievances sensitively and with due respect for the privacy of any individuals involved. All employees must treat as confidential any information communicated to them in connection with a grievance.

Employee, and anyone accompanying him/her (including witnesses), must not make electronic recordings of any investigatory or grievance meetings conducted under this procedure. If any such records are made without the prior consent of all parties to the meeting this may be treated as an act of misconduct in itself.

4. WRITTEN GRIEVANCE

If informal consultation with reporting manager has failed to resolve matters or would be inappropriate, employee should send a written statement of grievance to reporting manager (unless the grievance concerns the manager, in which case the written grievance should be submitted to the HR Manager). The written statement should set out employee's dissatisfaction and the grounds for the grievance, including details of any relevant facts, events and individuals involved.

All genuine grievances will be taken seriously by the Company. All grievances will be fully investigated and responded to promptly. The Company will attempt to deal with the grievance within a period of 15 working days from receipt of the written statement.

5. GRIEVANCE MEETING

Following the submission of a written grievance, employee will be invited to attend a meeting to discuss the grievance. The manager chairing the meeting will go through the complaints and/or allegations made and employee will be given the opportunity to present evidence and, where appropriate, call witnesses or submit witness statements.

Employee must take all reasonable steps to attend the grievance meeting. If he/she fails to attend for a legitimate reason, the meeting will be postponed once. If he/she fails to attend without a reasonable explanation, the Company will conclude that he/she no longer wishes to proceed with the grievance.

The grievance meeting will normally be chaired by the reporting manager, but if the grievance concerns the manager, the meeting will be chaired by another manager of equal or higher seniority. Additional members of staff may be present to take a note of the proceedings and/or to provide HR support.

Employee will usually be given three working days' notice of the date and time of the grievance meeting. He/she will have a right to have a companion at a grievance hearing.

The Company will arrange for notes of the grievance meeting to be taken. Employee will usually be given a copy of the Company's notes of the meeting. Employee and companions are entitled to take their own notes.

6. INVESTIGATION

Following the grievance meeting, reporting manager or another manager of similar seniority will conduct such investigation as is reasonable in all the circumstances.

The purpose of an investigation is for the company to establish a fair and balanced view of the facts relating to the grievance. The amount of investigation required will depend on the nature of the grievance and will vary from case to case. It may involve interviewing and taking statements from employee and any witnesses, and/or reviewing relevant documents.

Employee must co-operate fully and promptly in any investigation. This will include informing investigating manager of the names of any relevant witnesses, disclosing any relevant documents to investigating manager and attending investigative interviews if required. Any employee's failure to co-operate in a grievance investigation, without good reason, may be treated as an act of misconduct in itself.

Following the investigation, reporting manager or another manager will send employee a grievance outcome letter informing of the decision in respect of grievance. Where appropriate,

the Company will provide employee with details of any actions that the Company will take to resolve the grievance.

7. APPEAL PROCESS

If employee is dissatisfied with the finding, he/she should appeal in writing, stating full grounds of appeal, to the person named in the grievance outcome letter within five working days of the date on which he/she is informed of the decision. If the outcome letter does not state the person to whom any appeal should be sent he/she should send it to the HR Manager or, where the HR Manager is the person against whose decision the appeal is made, to the CHRO.

Company will give employee written notice of the date, time and place of the appeal hearing. This will normally be two to seven days after he/she receives the written notice. The appeal hearing will usually be held within 15 working days of the Company's receipt of employee written notice of his/her full grounds of appeal.

Wherever possible any appeal hearing will be conducted impartially by a manager more senior than the manager that conducted the grievance meeting and/or investigation. Additional members of staff may also be present to take a note of the proceedings and/or to provide HR support. The person who has conducted the grievance meeting and/or investigation may also be present.

Employee will have the right to be accompanied at an appeal hearing.

If employee raises any new matters in his/her appeal letter or at the hearing, company may need to carry out further investigation. If raised during the appeal hearing, this may require an adjournment of the hearing.

The appeal hearing may be a complete re-hearing of the matter or it may be a review of the fairness of the original decision in the light of the procedure that was followed and any new information that may have come to light. This will be at company discretion depending on the circumstances of the case. In any event the appeal will be dealt with as impartially as possible.

Once a decision has been reached employee will be informed of it (and the reasons for it) in writing and usually within one week of the appeal hearing. The decision will be final.

8. TIME LIMITS

The time limits in this procedure may be extended with the agreement of all parties concerned, or where it is not reasonably practicable to comply with the time limits in all the circumstances.

9. EXTERNAL PARTIES

The Company may on occasion request assistance with the implementation of this process, including the conduct of formal meetings, and/or the decision making required, including the determination of any appeal, from an external third party. This may include, for example, an external HR consultant. If this is proposed employee will be notified, the nature of the third party's involvement will be stated and the Company will ensure that any such third party is bound by obligations of confidentiality.