



# 11. Grievance Procedure

**Reviewed By:** Melissa Munnich

**Review Date:** 25th October 2024

## 11.1 Informal Grievances

If an employee has a grievance relating to any aspect of his or her employment, including treatment from third parties such as clients or customers, Woodhurst encourages the employee to try to settle the grievance informally by raising it with his or her line manager, or HR. If the employee does not wish to raise the matter informally or if a grievance

raised informally has not been resolved, the employee may wish to take the matter further by raising a formal grievance.

Employees may raise grievances concerning flexible working requests if they believe the denial did not meet reasonable standards.

## 11.2 Formal Grievances and Appeals

The employee must set out the grievance and the basis for it in writing and submit it to his or her line manager or HR, who will invite the employee to a meeting to discuss the grievance. The employee must take all reasonable steps to attend this meeting.

The Company will inform the employee in writing of its decision in response to the grievance within three working days of the meeting. The employee will have the right to appeal this decision.

All appeals must be made in writing no later than the end of the third working day after the Company's decision was notified in writing to the employee. The first of these three working days is the day on which the employee received written

confirmation of the Company's decision. The employee should submit the written appeal to the Human Resources Department.

The Company will arrange and hold an appeal meeting as quickly as possible; the employee will be entitled to attend the appeal meeting and will be given an opportunity to state his or her case. The employee must take all reasonable steps to attend this meeting. The Company will inform the employee in writing of its decision in response to the employee's appeal within three working days of the meeting. The decision at this stage will

be final. The Company will make every reasonable effort to resolve issues within the indicated timelines but may extend deadlines where further investigation is necessary or for complex grievances. Employees will be informed promptly of any necessary extensions.

All meetings provided for in this Procedure will be arranged as quickly as possible. The purpose of this Procedure is to resolve at the earliest opportunity any issues raised. While the Company will make every effort to settle issues within the time limits indicated, this may not be possible on occasions. In these circumstances an extension of time may be arranged.

At all stages of the Procedure, an employee is entitled to be accompanied by a fellow employee or a trade union official. Employees may choose any colleague or representative provided there is no conflict of interest.

Should an employee wish to raise a grievance after his or her employment has ended, he or she should submit the grievance in writing to the Human Resources Department within a reasonable timeframe after termination of employment. The Company may at its discretion investigate the grievance in accordance with its policy but is under no obligation to do so.

Should an employee wish to raise a grievance after their employment has ended, especially regarding discrimination or other unlawful practices, they should submit it in writing to the Human Resources Department within a reasonable timeframe. The Company will assess such grievances in line with its policy and is committed to ensuring fair treatment even after employment has ended.