



# Grievance Procedure

(last reviewed June 2010)

**Objective: to allow our people to speak up**

## **Grievance procedure for all grades of Host Contract Management Ltd (the Company) employees. Effective from 1st June 2004**

The objective of the grievance procedure is to enable employees who consider they have a grievance or complaint arising from their employment with the Company to have it dealt with at the most appropriate level within as short a time as possible.

Anyone wishing to use this procedure can do so freely and without prejudice to his or her position in the Company.

In the first instance, all grievances will be dealt with informally by your immediate superior who will attempt to deal with the matter after making such consultations as are necessary.

If it is not dealt with to your satisfaction, you may invoke the next stage, the formal procedure. You should put your grievance fully in writing to your immediate superior explaining the basis for the grievance. Every opportunity will be given for your grievance to be stated and you will be invited to a meeting to discuss your grievance.

You must take all reasonable steps to attend the meeting.

As appropriate, further investigation may take place and action may be taken. You may be accompanied by a fellow employee or a Trade Union official of your choice at any grievance or appeal hearing.

If the Company believes that a request for a particular representative is unreasonable, the Company may ask you to nominate a different representative.

## Objective: to allow our people to speak up / cont...

If your representative is not available at the time and date proposed by the Company for the hearing, the Company will postpone the meeting to an alternative time and date, provided that this falls within five working days of the original hearing date. A decision shall, if possible, be given within ten working days.

If the matter is not resolved to your satisfaction with your immediate manager within a reasonable time, you can raise it with the relevant Line Manager or HO departmental head. If you are dissatisfied with the decision you may, within seven days of that decision, appeal in writing, setting out your grounds for appeal, to a more senior manager.

For the purposes of this Grievance Procedure, the Line Manager is the manager within the operations department ahead of the employee's direct manager, whatever their job title may be. The HO departmental head is the line manager equivalent within the sales, technical services or finance department of the company.

Where a more senior manager has been requested, they will make arrangements for a grievance appeal hearing at which you will have the right to be accompanied and to make submissions for consideration. You must take all reasonable steps to attend the meeting. The more senior manager will give a decision, if possible, within ten working days. The more senior manager's decision is final and the grievance procedure is exhausted following this stage.

If your complaint or grievance relates to your immediate superior, the grievance can be raised directly with the relevant Line Manager or HO departmental head. Also, if your grievance is of a sexual, racial, disability or religious nature or related to an allegation of bullying or harassment, you have the right to raise it directly with the Line Manager or HO departmental head. If that avenue is closed to you due to your line management relationship with the Line Manager or HO departmental head, you may go directly to the more senior manager.

If any Host employee is not happy with any area of their life with Host, then we encourage them to discuss it ahead of making any formal grievance against another colleague or the company. This way we keep the Host community as a happy group of people.

