

## **3.41 Grievance and remediation policy**

## **Issue 3**

It is essential to maintain constructive employee relations to support staff wellbeing and enable the proper functioning of the company. This policy enables employees to raise and address any concerns, problems or complaints they may have so we can resolve any issues promptly, fairly and in the interest of everyone involved.

The company encourages open and honest communication among employees and managers to resolve issues or disputes that may arise in connection with problems at work. Employees and managers have a mutual responsibility to ensure that proper attempts are made to try to resolve any grievances through informal means and, where appropriate, through mediation, before escalating matters to formal stages of the grievance procedure. It is widely recognised that early informal resolution is the most constructive approach and is more likely to lead to an early satisfactory outcome for all parties.

### **Scope**

The company will ensure that

1. There is a representative stakeholder body to oversee the creation and implementation of appropriate grievance mechanisms
2. Resources are available to pay for the mechanism/s and for expert or advisory support if required
3. Promote legal mechanisms to workers and avoid undermining these mechanisms through own processes
4. Provide grievance channels that all workers can access easily, including at least one independent channel
5. Publicise these channels and their supporting resources and funding
6. Train and inform potential users of the grievance mechanisms
7. Give overall responsibility for managing grievances to a member of senior management
8. Treat every complaint seriously and do not reject any complaints if they relate to the company's activities
9. Ensure the company has in place sufficient, trained staff to handle each grievance respectfully
10. Communicate transparently about the any complaints as it advances, initially to the complainant
11. Allow protection of a complainant's identity where required
12. Carefully identify legitimate parties linked to the grievance
13. Allow for all parties to be accompanied during any dialogue-based process
14. Establish direct dialogue between the company and the complainant, if appropriate
15. Have access to neutral expertise, if required
16. Agree a time period for discussions to take place
17. Be open to any outcome that is acceptable to all parties however disciplinary action taken due to the grievance must not be discussed with other parties.
18. Agree on provision for implementing agreed outcomes
19. Ensure that the settlements of grievances are documented, confirmed with all parties and recorded
20. Agree and monitor key performance indicators with worker representatives
21. Integrate lessons learned into company systems
22. Revise the mechanism, as appropriate, based on experience.

Issues that may cause grievances include (but are not limited to):

- terms and conditions of employment
- health and safety
- work relations
- bullying and harassment, new working practices
- working environment
- organisational change
- discrimination

The company operates a separate Whistleblowing Policy alongside many retail, charity and third party whistleblowing policies. Procedures to enable employees to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or if you feel you have been victimised for an act of whistleblowing, you can raise the matter under this Grievance policy

### **Procedure**

This policy is available to all employees of Winterwood Farms. [4.1.19 Grievance Procedure](#)

From time to time several employees may be affected by the same or similar circumstances which they consider are more effectively dealt with by a collective grievance. In such cases, the same procedure will be followed as in the case of an individual grievance, with necessary adjustments, and the group of employees will be treated as if they had raised the matter as a single individual. A single notification of grievance will be made and all members of the group may attend the meeting and any appeal.

If an employee is dissatisfied with any disciplinary action, they should submit an appeal under the Disciplinary Policy and Procedure and appeal against the decision.

For the avoidance of doubt, any employee who has questions or concerns about an ongoing redundancy consultation process should normally raise those issues as part of their individual consultation.

All grievances must be raised promptly and without undue delay.

This policy does not form part of any employee's contract of employment and we may amend it at any time

Wherever possible, every effort will be made to resolve grievances promptly and informally through discussion and/or mediation.

All employees have the right to raise a formal grievance should the informal process fail.

All complaints will be taken seriously and dealt with without unreasonable delay.

If there is recourse for disciplinary action, then the right of appeal will be based upon that policy.