



Grievance Policy and Procedure

Introduction

1. The Michael Lonsdale Group inclusive of (Michael Lonsdale Ltd, Michael J Lonsdale Limited, Michael J Lonsdale (Electrical) Limited and E7 Building Services Limited) recognises that staff members may, from time to time, have issues or concerns relating to their work or working relationships that they wish to raise and have addressed.
2. This policy and procedure provides a structured approach to ensure that your grievance is addressed fairly, consistently and as quickly as possible.
3. A grievance is a concern, problem or complaint that an employee raises with their employer about their work, the organisation or a colleague where his/her actions have affected them. It is not possible to provide a comprehensive list of all the issues that might give you cause to raise a grievance, however some of the more common ones include:
 - terms and conditions of employment
 - equal opportunities
 - health and safety
 - work relations
 - bullying and harassment
 - new working practices
 - working environment
 - organisational change.
4. This policy applies to all permanent and fixed term staff members. This policy is non-contractual and may be amended from time to time. Parts of the policy, including time limits where specified, may also be varied as appropriate in any case.

Procedure

5. This section sets out the procedure for dealing with your grievance. It is intended to provide guidance to both you and your manager.
6. Your grievance must be in relation to an event, or series of events, that has occurred in the previous three months. We may, however, apply discretion on timescales in some circumstances. Your grievance can be resolved either informally or formally.



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Informal resolution

7. Many grievance issues can be resolved informally and if you have any issues or concerns related to work, you should first discuss it with your manager. If the grievance concerns your manager, it should be discussed informally with their manager.
8. You should raise your issue as soon as the situation arises to avoid it escalating into something more serious.
9. If the matter cannot be discussed or resolved informally, it should be dealt with in accordance with the formal grievance procedure as set out below.

Formal resolution

10. If you have not been able to resolve your grievance through informal discussions and wish to raise a formal grievance you should set out the nature of your grievance, providing as much information as possible and send it to your manager. If your grievance is about your manager, the grievance should be addressed to their manager.
11. Once your written grievance has been received, further attempts to resolve it informally may be suggested, depending on the nature of the issue. Where the formal grievance procedure is invoked, the following procedure will be used.
12. You will receive written notification inviting you to attend a meeting to discuss your grievance. The grievance meeting will be chaired by an appropriate senior manager, usually your Director. This meeting will take place as soon as practically possible following receipt of your grievance.
13. In preparation for the meeting an investigation to gather more information about your grievance may need to be carried out. This may involve talking to you further about your grievance and to other members of staff who were witnesses, or who are involved in the grievance.
14. If an investigation is required, it may delay when your grievance meeting takes place. In some cases, an investigation, particularly for complex issues, may take a number of weeks to complete.
15. You will receive written notification if an investigation is required. This will include:
 - the name of the person carrying out the investigation
 - the scope of the investigation
 - the anticipated timescales for completion of the investigation.
16. You will be kept up to date with progress of the investigation and will be informed if there is any delay to the process. Once the investigation has been completed you will



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receive written notification of the date of your grievance meeting. This will normally be within five working days of completion of the investigation.

17. You will normally receive copies of any information gained as a result of these investigations prior to the meeting. In some circumstances this information will not be provided, and we will explain the reason for this.

Grievance Meeting

18. The grievance meeting will be held in private, and it will provide you with an opportunity to openly discuss your grievance and state how you would like to see it resolved. You or the senior manager chairing the grievance meeting may call an adjournment at any time during the meeting to allow for further investigations or to reflect.
19. Witnesses may also be called to the meeting to support their statements and provide additional information as appropriate.
20. If you or the senior manager chairing the grievance meeting are absent at the time of the scheduled meeting, or a postponement is required due to work related issues, there may be a short delay. If this is the case, you will be notified with an alternative timeframe.
21. If you submit a grievance and leave before the grievance procedure has been completed, we may agree a modified procedure to ensure resolution.

Mediation

22. Mediation can be used at any stage of the grievance process to try to resolve your grievance. If you wish to enter into mediation you should speak to your manager or director who will be able to talk you through the process.

The right to be accompanied

23. You have the right to be accompanied at any grievance or appeal meeting by a colleague who is employed by the Michael Lonsdale Group or by a union official. This could be someone from any team or division. You may not be accompanied by a lawyer. If you wish to be accompanied, you must tell the Chair who your companion will be in good time before the meeting. If you require any adjustments or additional support, you should discuss this with us at an early stage, so that we can make the arrangements.
24. If you wish to be accompanied by a union official, the official must either be an employee of a trade union or must be certified as being able to act as a companion in grievance or disciplinary hearings.



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25. Your colleague or union official plays an important role in supporting you at the grievance meeting. They will be able to ask questions and participate as fully as possible in the meeting; they are not allowed to answer questions on your behalf.
26. If they are unable to attend the meeting, you should offer a reasonable alternative date. This should be within five working days of the original proposed date. If you are unable to offer a reasonable alternative date, we may ask you to choose another companion.

Outcome

27. Following the grievance meeting, you will receive a formal response in writing within seven working days of the meeting. Should there be any delay to this timeframe, which may be caused by the need to conduct further investigations or to obtain additional information, you will be notified in writing with a revised timeframe.
28. The response will clearly state what the outcome of the grievance is and where appropriate, what action is to be taken. It will also set out the appeal process, including to whom your appeal should be addressed.
29. The possible outcomes of your grievance are:
 - upheld in full
 - upheld in part
 - not upheld.

Where a grievance is upheld and involves the action of a Michael Lonsdale Group employee, this may result in a disciplinary process for that individual.

Right of appeal

30. If the grievance is not resolved to your satisfaction, you will have the right to appeal.
31. You must appeal in writing within five working days of the date you receive the written outcome of the grievance meeting or hearing. Your appeal should set out the grounds on which you are making the appeal and should include as much detail as possible.
32. Your appeal should be addressed to the person named in the letter confirming the outcome of your disciplinary hearing. Wherever possible, this person will be a senior manager who has not been involved in any part of the grievance process or meeting. They will usually act as Chair of the appeal meeting, however, they may delegate responsibility for this and appoint someone else of sufficient seniority and impartiality to conduct the appeal on their behalf.
33. We will write to you to let you know the date of your appeal meeting and the arrangements. You can be accompanied to the appeal meeting by a colleague or a



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union official (please see section on your right to be accompanied). You must take all reasonable steps to attend the hearing.

34. The possible outcomes of your appeal are:

- uphold your appeal in full
- uphold your appeal in part
- not uphold any part of your appeal.

35. The Chair's decision at this stage of the process will be final and confirmed to you in writing, normally within five working days. There will be no further right of appeal.

Confidentiality

36. The grievance process is confidential and should not be discussed with or disclosed to anyone outside of the process.

Records of grievances and appeals

37. A written record of all formal grievances together with their outcome will be held on the member of staff's personal file. This information is kept securely and confidentially within the HR Section and will be kept in accordance with the data protection legislation. Records that are kept will include:

- a copy of the written grievance
- Michael Lonsdale Group' response and action taken with reasons.
- whether there was an appeal and if so the outcome.

Name: Gary Herbert

Signature:

For and on behalf of the
Michael J Lonsdale Group Board of Directors
(Michael J Lonsdale Limited/ Michael J
Lonsdale (Electrical) Limited
E7 Building Services Limited

Position: Managing Director

Date: 1st August 2022