Grievance Policy

Responsible officer	Susan Kirby
Approved by	Tony Healer
Approved date	10.10.26
Next review date	10.10.27

Version	Amendment	Pages	Date	Who
2	Annual Review	All	10.10.24	SK
3	Annual Review	All	10.10.25	SK
4	Annual Review	All	10.10.26	SK

I.INTRODUCTION

The grievance policy is intended as the tool by which a member of staff may formally raise a grievance, regarding any condition of their employment and heard by the management of the Company.

In the event of a member of staff wishing to raise a grievance, it is preferable that the grievance is resolved as close to the individual and their line manager as possible. It is understood however, that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which may aggrieve Castleview Group employees.

Time scales have been fixed to ensure that grievances are dealt with quickly. In exceptional circumstances these may be extended by agreement.
This procedure is not intended to deal with:

- Dismissal or disciplinary matters which are dealt with in a separate procedure
- Disputes, which are of a collective nature and which are dealt with in a separate procedure

Applies to:

All employees

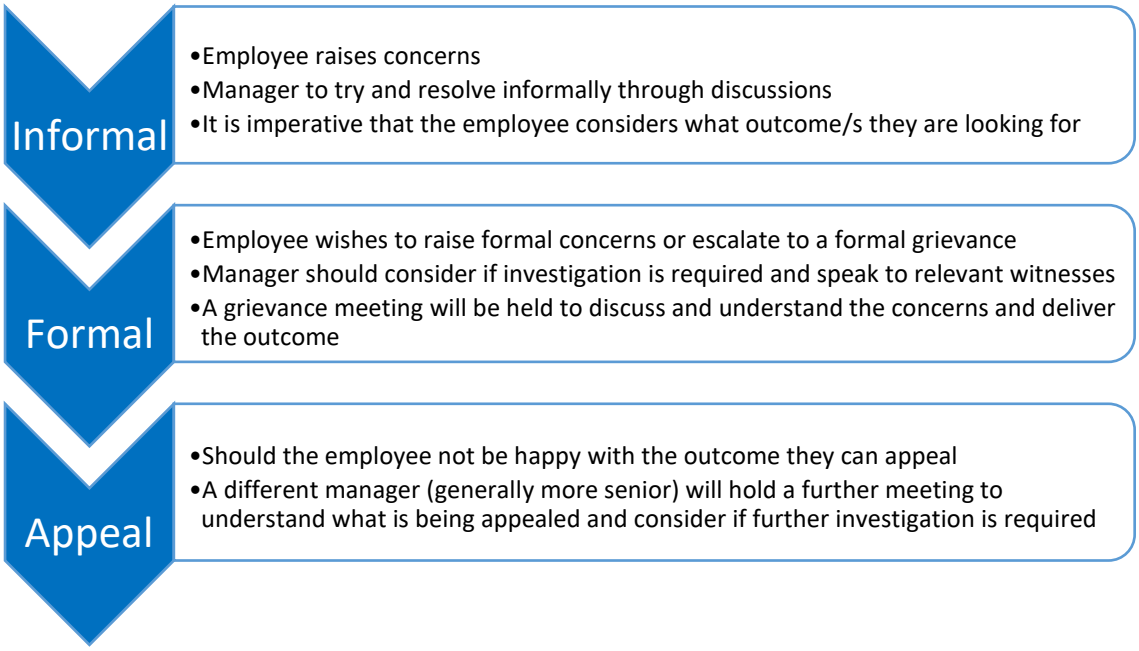
II. POLICY STATEMENT

CVG wants to create a happy workforce, to engage with its people and ensure that it is an employer of choice and a great place to work. However, we do understand that sometimes, a member of staff might feel that certain elements in the workplace are not and this may result in a formal grievance. Grievances can be raised as a result of a wide range of issues, including the allocation of work, your working environment or conditions, the opportunities that you have been given for career development or the way in which you have been managed.

We are committed to dealing with grievances in a fair, consistent and prompt manner. This procedure recognises the need for effective methods of settling grievances at the earliest possible stage.

III. CONTENT

The following should be followed should a grievance be raised.



Timeliness

Managers should respond within two days to an informal and formal concern being raised.

Mediation, if appropriate and agreed, should be arranged within two working days and the grievance process put on hold.

Formal concerns should be investigated, and a grievance meeting arranged within 10 working days of receipt of the grievance or an extension to the timeframe notified. The outcome should be provided in writing and verbally.

Appeals should be received within 10 working days of the formal outcome presented. The Manager hearing the appeal should arrange an appeal hearing within 10 working days and provide the outcome in writing.

Using Mediation

An independent third party or internal mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there

to judge, to say one person is right and the other wrong or to tell those involved in the mediation what they should do. The mediator oversees the process of seeking to resolve the problem but not the outcome.

There are no hard and fast rules for when mediation is appropriate, but it can be used:

- For conflict involving colleagues of a similar job or grade or between a line manager and their staff;
- At any stage in the conflict if any ongoing formal procedures are put in abeyance;
- To rebuild relationships after a formal dispute has been resolved;
- To address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.

Mediation is not part of Castleview Group's formal grievance procedure, however if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.