

Grievance Procedure

Statement and Purpose of the Policy

The Grievance Procedure enables you to raise issues or concerns about your job, working environment or working relationships so that these can be addressed.

It is in everyone's best interest to ensure that grievances are dealt with quickly and fairly. Most routine or minor complaints and grievances are best resolved informally in discussion with your immediate Supervisor or Line Manager if possible. Dealing with grievances in this way can often lead to a speedy resolution of the problem.

The Grievance Procedure should not be used for appeals against disciplinary decisions or in cases of alleged harassment or bullying. These matters are covered in the Company's Disciplinary Policy and Procedure and the Company's Bullying and Harassment (Dignity at Work) Policy. Details of which can be obtained from the Serenta Homecare office or on request from your supervisor or Line Manager.

1. Informal Discussions

If you have a question or problem concerning your employment, you should discuss this informally with your immediate Supervisor or Line Manager in the first instance. Ideally the grievance will be satisfactorily resolved after you raise it with your immediate Supervisor or Line Manager at this informal stage. Both you and your Supervisor or Line Manager may find it helpful to keep notes of any informal meeting and agree to the summary of the discussion. However, if you are not satisfied following informal discussions and wish to raise the matter formally, the following procedure would apply.

2. Grievance Procedure

At all stages of the formal grievance procedure you have the right to representation and can be accompanied by a work colleague or trade union representative. Records will be kept detailing the nature of the grievance, the Manager's response, any action taken and the reasons for this.

Timescales are given to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties. If it is not possible for the relevant manager to respond within the timescales you will be given an explanation for the delay and advised when a response can be expected.

Until the formal grievance procedure is completed whatever relevant practice, policy or procedure is in place at the time will prevail (i.e. the status quo remains).

2.1 Stage 1

If you have a grievance, you should raise the matter with your Supervisor or Line Manager in the first instance either verbally or in writing. If the grievance matter concerns your immediate Supervisor or Line Manager, then the grievance should be raised with the next level of management.

If the manager is unable to resolve the matter at this stage you will need to submit a formal written grievance form (*see appendix 1*). The manager will normally respond within 5 working days unless an extended period of time is agreed by both parties. The response will give a full written explanation of the Manager's decision and who you should appeal to if you are still aggrieved.

2.2 Stage 2

In most instances the Company would expect the Managers' decision to be final and for the matter to come to a close. However, in some circumstances you may remain aggrieved and can appeal against the decision of the Manager concerned.

The appeal, to the Manager next in line, must be made within 5 working days of the original response to your grievance. The appeal must be in writing (*see appendix 2*) and contain the original formal grievance form. The more senior manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing. You will be advised who to appeal to if you are still aggrieved. A further appeal should be submitted within 5 working days.

Where the 'next in line' manager at this stage is the Director of the Company the grievance will progress to stage 3.

2.3 Stage 3

If the employee remains aggrieved there will be a final level of appeal to the Director of the Company. This appeal must be made in writing within 5 working days of receipt of the Stage 2 response (*see appendix 3*), enclosing a copy of the original grievance form. A grievance appeal hearing will be arranged and the Director will hear the appeal with another manager and respond formally with a full explanation within 10 working days.

Where a grievance is raised against a Director then the grievance will be heard by a Director of the shareholder organisation.

There is no further right of appeal beyond this stage. Where however **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will be made to find a mutually acceptable third party.

Document Control

Date Approved: July 2026

Target Audience: All Serenta Homecare Staff

Review Date: July 2028

Author: Fran Beardsmore