



## **Grievance Policy**

### **Purpose and scope**

The purpose of a grievance procedure is to enable employees to raise a work-related problem, concern or complaint and to have the matter dealt with as quickly and fairly as possible.

This procedure applies to all employees. It does not form part of your terms and conditions of employment and the Company may depart from it depending on the circumstances of the case.

### **Informally raising a grievance**

Many work-place issues can be resolved quickly and easily by taking informal action. If it is not appropriate to raise your grievance informally, or your grievance has not been resolved to your satisfaction through informal action, you should use the formal grievance procedure.

### **Formally raising a grievance**

#### **Stage 1**

You should put your grievance in writing, without unreasonable delay, and send it to Keri Doherty at [keri@aesthetics.co.uk](mailto:keri@aesthetics.co.uk). If your grievance involves your immediate manager, then you should send your grievance to Managing Director – Lee Thomas at [lee@aesthetics.co.uk](mailto:lee@aesthetics.co.uk)

Lee Thomas will arrange a meeting with you to discuss your grievance, normally within 5 working days of receiving your complaint. You will be given the opportunity to explain your grievance and how you think it should be resolved. The manager hearing your complaint will listen carefully to what you have to say and will discuss the matter thoroughly with you. Your complaint may need to be investigated further and you will be advised if this is the case. After your grievance has been fully investigated, you will be notified in writing of the outcome and of any action to be taken to resolve your grievance. This response will normally be given to you in writing, within 5 working days of the meeting. If it is anticipated that the response will take longer you will be informed of this and of the expected timescale. You will also be informed of your right to appeal if you are dissatisfied with the outcome.

#### **Stage 2**

If you are dissatisfied with the handling of your grievance at Stage 1, you can appeal in writing to Lee Thomas, sending a copy of your appeal letter to our HR lawyer at [mks@smithandwells.co.uk](mailto:mks@smithandwells.co.uk).

An appeal officer (where possible, a senior manager with no previous involvement in the case) will be appointed to consider your appeal and, normally within 5 working days of receiving your appeal, will arrange a meeting with you to discuss your appeal. The appeal officer will listen carefully to what you have to say and will discuss the matter thoroughly with you. The appeal officer may want to investigate your complaint further and you will be advised if this is the case. After your appeal has been investigated, you will be advised, in writing of the outcome. This response will normally be given to you in writing, within 5 working days of the appeal meeting. If it is anticipated that the response will take longer you will be informed of this and of the expected timescale. You will have no further right of appeal.



During all stages of the formal grievance procedure you will be provided with copies of notes as soon as they become available.

### **Right to be accompanied**

You have a statutory right to be accompanied by a work colleague or a trade union representative at formal grievance meetings, which concern a complaint about a duty that we owe to you. If you wish to be accompanied, please confirm your request to [HR] who will confirm if it is reasonable and appropriate for your chosen companion to attend in the circumstances.

### **Ex-employee**

If you wish to raise a grievance after you have left the Company, please forward it in writing to [mks@smithandwells.co.uk](mailto:mks@smithandwells.co.uk). The Company is not obliged to investigate or respond to your complaint, but we may decide to do so if it is deemed appropriate].

### **Resolving complaints through the employment tribunal**

The Company hopes that effective use of this procedure will negate the need for employees to seek external resolution for complaints by way of an employment tribunal claim.

However, the Company also respects that employees may wish to exercise this right and, accordingly, employees are advised that a failure to follow this procedure beforehand could result in a reduction in any compensation awarded of up to 25%.