

### Individual Grievance Procedure

A grievance is a concern, problem or complaint that an employee can raise in relation to their working conditions and or an equal opportunities issue.

An individual grievance can be about concerns an employee may have relating to their specific terms and conditions of employment, working conditions and or practices. It could also relate directly to relationships in work or unfair treatment.

A grievance is not an appeal; any appeal should be raised using the appropriate procedure.

If an employee has concerns relating to bullying and harassment in work please refer to the Bullying and Harassment Procedure, which provides guidance on what to do.

An employee may also raise an individual grievance regarding matters not entirely within Romec's control, such as client and customer relationships (for instance when an employee is working on another site).

If an employee has concerns relating to possible malpractice in Romec, they should draw this to the attention of the Human Resource Department, for additional information please refer to the Public Interest Disclosure Policy.

In some instances, where appropriate such as a breakdown in a relationship or personality clashes an independent third party can help to resolve the issue through mediation. In this instance please contact the Human Resource Department

### Informal Resolution

If an individual has a grievance or complaint relating to work they should, wherever appropriate start by talking it over with their manager. A solution may be reached informally between the parties involved.

A note of how the Manager has attempted to resolve the matter such as through communication and meetings during the informal stage should be kept.

If this informal approach has not resolved the issue the employee may raise the matter through the formal procedure.

### Formal Resolution

Where the grievance is against their line manager and/or if the employee feels unable to approach him or her, the grievance should be submitted to the second line manager.

If the matter has not been resolved informally or if the individual wishes to raise the matter formally they should set out the nature of the grievance in writing to their second line manager. This should clearly set out the details of the grievance providing as much detail as possible with specific facts whilst avoiding language that is abusive.

### Grievance Hearing

The manager will arrange to meet the individual, normally within five days, to discuss the grievance. Managers must make every effort to resolve grievances at this stage. After the meeting the manager will give a decision verbally and in writing – the decision will normally be given verbally within 2 days and a full written response will be provided within 5 working days.

If the Manager cannot respond within the agreed timescales they will write to the individual to inform them of the reason for the delay.

A grievance is a mechanism of addressing individual employee concerns and provides an opportunity for both Romec and the employee to reaffirm mutual expectations and standards. As a result the manager should in their response set out clearly in writing, what actions need to be undertaken by both the employee and Romec to resolve the grievance and clearly outline who the employee should send any appeal request to.

#### Appeal

If the individual is unhappy with the manager's decision and they wish to appeal they should inform the next manager in line, or of an equivalent grade, in writing, within 5 working days of receiving the full written response. The individual should set out clearly the grounds of their appeal, providing as much detail as possible prior to the appeal meeting.

They will be invited to an appeal meeting, normally within five days, to discuss the grievance.

After the meeting the manager will give the individual a decision verbally and in writing – the decision will normally be given verbally within 2 working days and a full written response will be provided within 5 working days. If the Manager cannot respond within the agreed timescales they will write to the individual to inform them of the reason for the delay.

#### Right to Representation

An individual will have the right to be represented at every stage of the procedure by a trade Union representative or a fellow employee.

#### Access to Documents

An employee will be provided with personal and other documents relevant to their case, unless there is a legal or contractual obligation which prevents this. In these circumstances the reason for the decision will be explained in writing to the employee. Witness statements where necessary will be made anonymous.