

Grievance Procedure & Disciplinary Rules

PLUS Ltd
(the “Company”)



Grievance Procedure

1. Purpose and Scope

The purpose of the grievance procedure is to help and encourage all employees to raise any grievance relating to their employment with the Company and to have it dealt with as effectively as possible. This procedure applies to all employees. The aim is to ensure consistent and fair treatment for all.

You may use this procedure to deal with any matter relating to your employment, such as your terms and conditions, health and safety issues, relationships at work, new working practices, organisational change and fair treatment, discrimination, and bullying and harassment. In addition, if you have any concerns about workplace practices or if you have any suspicions relating to criminal acts or miscarriages of justice, you should raise them through this procedure.

2. Principles

- At every stage in the procedure your grievance will be fully investigated before a decision is made.
- The reason for any decision taken under the grievance procedure will be explained to you.
- You will have the right to be accompanied at every grievance hearing by a trade union representative or work colleague.
- If you wish to be accompanied at any grievance hearing, you should notify the manager conducting the hearing, in advance, and give the name of the trade union representative or work colleague who will attend. If that person is not available at the time scheduled for the hearing, the hearing may be postponed to a more suitable time within the next five working days.
- The person who accompanies you at any grievance hearing may address the hearing and may confer with you during it but may not answer questions on your behalf.
- The procedure identifies the person to whom you should apply at each stage, in the event of a grievance. However, in some cases you may feel it is inappropriate to approach that person because of their involvement in the grievance. In those circumstances, you should raise the matter with another manager who will identify another suitable person to hear your grievance.
- The procedure also sets out the time frame for dealing with a grievance. There may, however, be circumstances where it is not possible for a decision to be taken in the time indicated. If this becomes relevant, the position will be explained to you and a new timetable set.
- The company takes the issue of confidentiality extremely seriously and any matter raised at any stage in the grievance procedure will be treated in the strictest confidence.
- It may be necessary to ask managers other than those identified in the procedure to deal with your complaint, depending upon the nature of your grievance and the identity of any person in respect of whom you have made a complaint.
- Nothing in this procedure is intended to confer any contractual rights on you.



3. The procedure

Stage 1

In the first instance, a grievance should be raised with your immediate manager, either orally or in writing.

The manager will discuss this matter with you and carry out any investigations he or she considers necessary.

The manager will normally inform you of his or her decision and the reasons for it within a week of you raising the grievance.

Stage 2

If you are dissatisfied with the way in which the grievance has been resolved at Stage 1, you should raise the matter with the next level of management. You should do this within a week of being told of the decision under Stage 1.

The background to the grievance should be set out in writing, together with an explanation as to why you consider the decision given at Stage 1 of the procedure to be unsatisfactory.

A meeting will be arranged to allow the senior manager to discuss the matter with you.

The senior manager will carry out any investigations he or she considers necessary.

The senior manager will inform you of his or her decision and the reasons for it within a week of you raising the grievance with him or her.

Stage 3

If you are still dissatisfied with the way in which the grievance has been resolved at Stages 1 and 2, you should ask for the matter to be referred to the managing director.

The background to the grievance should be set out in writing, together with an explanation as to why you consider the decisions given at Stages 1 and 2 of the procedure to be unsatisfactory. You should do this within a week of being told of the decision under Stage 2.

A meeting will be arranged to allow the managing director to discuss the matter with you. The managing director will carry out any investigations he or she considers necessary.

The managing director will inform you of his or her decision and the reasons for it within 10 days of the grievance being raised with him or her.

The managing director's decision will be final and you will have no further right of appeal.



Disciplinary Rules and Procedure

1. Discipline

This document sets out the disciplinary rules and procedure which apply to you as an employee of the Company. The disciplinary rules form a term of your contract of employment. The disciplinary procedure does not, unless otherwise stated, have contractual force and effect.

2. Disciplinary Rules

The Company expects a minimum standard of conduct. The following are non-exhaustive examples of the type of conduct which will be considered unacceptable and in relation to which disciplinary action, including dismissal, may be taken against you. These rules form a term of your employment:

- Poor timekeeping;
- Sub-standard work;
- Unauthorized absence;
- Damage to or misuse of Company property or equipment, including computer equipment and software;
- Failure to follow a reasonable instruction;
- Being under the influence of alcohol or drugs when at work;
- Breach of any of the Company's workplace rules;
- Actions which bring either yourself or the Company into dispute or which are capable of doing so;
- Breach of any of the express terms of your contract of employment or of any of the policies, procedures, rules and regulations of the Company for the time being applicable to you.

Gross misconduct

The following are non-exhaustive examples of the type of conduct which will be considered gross misconduct and which will normally lead to dismissal without notice:

- Any serious or persistent instances of the matters rereferred to above;
- Theft or dishonesty;
- Gross negligence or incompetence;
- Falsification of Company records;
- Disclosure or misuse of the Company's intellectual property, confidential information or other breach of confidence;
- Violence at work;
- Discrimination on grounds of sex, race, disability, sexual orientation, religion or belief;
- Bullying or harassment.

The Company reserves the right to suspend you on full pay to investigate any allegation of misconduct or gross misconduct.



3. Disciplinary procedure

The following procedure explains how the Company will normally deal with disciplinary issues. However, the Company may have to deviate from the procedure according to the circumstances of the particular case. The procedure does not form part of your contract of employment and the Company may alter the procedure as it deems appropriate in any particular circumstances.

3.1 Principles

- The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated.
- At every stage you will have the opportunity to state your case at a disciplinary hearing. You may be accompanied, if you wish, at the hearing by a trade union representative, if appropriate, or by a fellow employee.
- If you wish to be accompanied at any hearing, you should notify the manager conducting the hearing, in advance, and give the name of the trade union representative or work colleague who will attend. If that person is not available at the time scheduled for the hearing, the hearing may be postponed to a more suitable time within the next 5 working days.
- The person who accompanies you at any disciplinary hearing may address the hearing and may confer with you during it but may not answer questions on your behalf.
- You have the right to appeal against any disciplinary penalty.

3.2 The Procedure

Stage 1 – Oral warning

If conduct or performance is unsatisfactory, you will be given a formal oral warning, which will be recorded. The warning will be disregarded after 12 months satisfactory conduct.

Stage 2 – Written warning

If the offence is serious, if there is no improvement in unacceptable standards, or if a further offence occurs, a written warning will be given. This will state the reason for the warning and explain that, if there is no improvement after an appropriate time period, a final written warning will be given.

Stage 3 – Final written warning



If conduct or performance is still unsatisfactory, a final written warning will be given making it clear that any recurrence of the offence or other serious misconduct (including misconduct of a different nature) within a specified time period will result in dismissal.

Stage 4 – Dismissal

If there is no satisfactory improvement, if further misconduct occurs, or if you are guilty of gross misconduct, you may be dismissed.

Dismissal for gross misconduct will be without notice and without payment in lieu of notice.

The Company reserves the right to commence disciplinary action at any stage of the procedure, depending upon the nature of the poor performance or misconduct.

The Company also reserves the right to suspend you on normal pay and benefits pending the outcome of any investigation of allegations of misconduct and/or poor performance.

3.3 Appeals

If you wish to appeal against a disciplinary decision, you should inform your manager in writing within two working days of being notified of the decision against which you are appealing. You should set out in writing the grounds of appeals. An appropriate manager, unconnected to the original disciplinary hearing, will hear the appeal and decide the case as impartially as possible. His decision will be final.



GRIEVANCE/COMPLAINT REGISTER

Name of the person reporting the complaint_____

Please indicate if the person is :

- Student
- Group Leader
- Member of staff

Complaint reported to (Full Name and Position)_____

Date _____

Time _____

Please use the space below to describe in detail the complaint you are reporting:

Date_____

Signature_____

FOR OFFICE USE ONLY.....

Received by_____ Date_____

ACTION TAKEN

Please use the space below to describe in detail the remedial actions you have taken to resolve the reported complaint



Date _____

Signature _____