

Throughout this document “the Company” refers to Yamazaki Mazak UK Ltd and/or Jonathan Lee Workforce Solutions Limited where appropriate.

Grievance Procedure

Objectives

Every employee should have the confidence to raise any matter that is giving them concern. This should initially be with their immediate Team Leader/Supervisor/Line Manager in the knowledge that it will receive a considered and fair response. In line with the Company Principle of Integrity, any employee raising a grievance or affected by a grievance should be treated fairly and with respect.

The Employee Handbook explains the relationship between each employee and the Company. Our aim is to avoid grievances arising but, if they should occur, to settle them as fairly and speedily as possible.

The procedure for resolving grievances and for appealing against any decision is detailed below.

The Procedure

Informal:

In most cases a timely informal discussion will settle a potential problem. However, any employee who cannot resolve a grievance directly through discussion with their Team Leader/Supervisor/Line Manager has the opportunity to raise it formally.

Formal:

Employees should put their grievance in writing to their Supervisor/Line Manager or the HR Manager. However, where the grievance is regarding the Supervisor/Line Manager, the matter should be raised with a more Senior Manager / HR Manager. The grievance will be acknowledged in writing within 5 working days.

Before making any formal grievance outcome decision under this procedure the Company will:

- Give or send a letter to the employee confirming the time, date and location of the initial grievance hearing, (giving 48 hours’ notice of the hearing) and referencing the grievance that they have raised, any relevant evidence and possible outcomes;
- Arrange the hearing as mentioned above for a Line Manager / Senior Manager to meet with the employee to discuss their grievance. They will fully explain the process for the hearing, and give the employee the opportunity to put forward their case;
- Then where appropriate, they will carry out a prompt and thorough investigation to establish the facts relating to the grievance. This may include collecting data such as statement from employees about the grievance, any Company policies relating to the grievance including this one; Photographs, CCTV (with permission obtained and data provided by the Facilities Manager) diagrams, schematics, technical drawings, other Company documents etc.
- Upon completing the investigation, the Line Manager / Senior Manager will meet with the employee again and give them their feedback.
- Complete each stage of the procedure without unreasonable delay.
- Arrange for the HR Department to support at all stages of the procedure, with regards to the procedure, wellbeing and the supplying of necessary documentation.

The Company will inform the employee of their decision at the hearing and then in writing within 5 working days of the hearing. The grievance will be upheld, not upheld or partially upheld. The employee may or may not be advised of the detail surrounding the decision, as such information may be confidential in nature. The grievance outcome letter will also confirm the appeal process.

Appeal:

If the grievance is not resolved to the employee's satisfaction, they may appeal to a Senior Manager or Director.

The appeal must be in writing and received within 5 working days of the grievance outcome letter being issued to them. It should be sent to the HR Department. Any appeal letter must detail the reasons for the appeal and must be based on one or more of the following grounds:

- The Grievance Procedure has not been followed correctly.
- Additional evidence has come to light that may affect the grievance decision.

The Appeal Hearing will be chaired by a Manager (who, if possible, is more senior than the Manager who heard the Grievance) or Director.

The employee will be advised of the appeal outcome at the hearing and in writing within 5 working days of the hearing.

At all the formal stages, an employee has the right to be accompanied by a work colleague or trade union representative to any hearing. If the employee is an Apprentice and aged under 18 years of age, then they can be accompanied by a parent, guardian or carer.

Appeals With Regards To the Appraisal and Banding System

Any employee wishing to appeal a decision made on their salary banding, should appeal in line with the Appraisal and Banding System rather than raising a grievance through the Grievance Procedure.

Post Termination Grievance (Modified Grievance Procedure)

Any grievance raised post termination of employment will be treated the same as any grievance raised during employment, with a full investigation and feedback being given.

Policy:	Grievance Procedure
Written By:	Sara Atter, Senior HR Advisor
Approved By:	Yamazaki Mazak UK Limited
Review Date:	24 th July 2023