	CHAIN OF CUSTODY MANAGEMENT SYSTEM	Prepared by	JMcC
		Approved by	DO'B
IMS-PRO-040	GRIEVANCE PROCEDURE	Issued by	GB
		Effective from	16-Sep-2025

### 1.0 PURPOSE OF THIS PROCEDURE

O&S Doors aim to provide an employee who believes that they have a grievance with the opportunity to have it examined quickly and effectively, and where a grievance is deemed to exist, to have it resolved, if possible, at the earliest moment and at the first level of management. Grievances may relate to a wide range of issues including terms and conditions of employment, health and safety, work relations, new working practices, working environment, organisational change, or equal opportunities issues. The procedure may also be used to raise concern about incidents of discrimination, harassment or bullying.

We strongly encourage the employee to use this procedure as it will provide the company with an opportunity to try to resolve these problems quickly and fairly.

### 2.0 SCOPE

This policy applies to all Employees, Contract workers, Agency workers, Trainee workers and students on work experience or placements, Volunteer workers, Former employees and any other interested party.

### 3.0 OBTAINING ASSISTANCE

To ensure that the company disciplinary and grievance are understood and operate effectively, the use of translators or interpreters may be considered. Please do not hesitate to contact the HR department for any other assistance that may be required such as with help writing a grievance letter. Every effort will be made to provide reasonable assistance.

### 4.0 DEALING WITH GRIEVANCES INFORMALLY


Where an employee has a grievance relating to any aspect of their employment, they should have no hesitation in raising the matter. It is hoped that most grievances can be settled informally between employees and their line manager or supervisor, or by speaking to the individual to work out a solution. This is a useful way of resolving problems quickly and easily. If the issues relate to their line manager, or if assistance is necessary to resolve the grievance informally, seek advice from the HR Department who can assist in such situations.

However, if informal process fails to resolve the problem, a solution can then be sought through the formal procedure. Also, in situations of serious misconduct, the informal approach will not be appropriate, and formal investigation will be required, and a disciplinary outcome may be needed.

### 5.0 DEALING WITH GRIEVANCES FORMALLY

In the event that the grievance cannot be settled informally then employees should raise a formal grievance with their line manager without delay and appropriate arrangements will be made for a grievance meeting to take place. The company reserves the right at any stage to engage advisers to assist with and/or conduct investigations and /or meetings under this procedure on its behalf. In certain circumstances it may not be appropriate to take up the grievance in accordance with the statement e.g. if the grievance is regarding the line manager. In such cases the grievance should be raised with more senior level of management, or if not possible, with another member of staff at the grade closest to the one originally identified.

The formal Grievance Procedure is a Three Step Process.

	CHAIN OF CUSTODY MANAGEMENT SYSTEM	Prepared by	JMcC
		Approved by	DO'B
IMS-PRO-040	GRIEVANCE PROCEDURE	Issued by	GB
		Effective from	16-Sep-2025

### 5.1 Step 1 - Statement of Grievance

The grievance should be raised in writing setting out the nature of the problem and how the employee would like for it to be resolved, and this should be given to the appropriate Line Manager/Supervisor.

### 5.2 Step 2 - Meeting

The employee will be invited to attend a meeting to discuss the grievance without delay. They should take all reasonable steps to attend the meeting. They have the right to accompanied to the meeting by a fellow employee of their choice or a trade union rep. They will have the opportunity at the meeting to explain their grievance and how they think it should be resolved. There may also be the need to investigate the grievance further, for example, to interview witnesses or to make other enquires.

In instances of allegations of harassment , bullying or of other misconduct against another person, they will also be required to be met with to outline the nature of the allegations that has been made, confirm that it is being handled as a formal grievance, give them an opportunity to answer the allegation, explain the next steps under the grievance, and inform them to avoid contact with the aggrieved employee until the matter is resolved.

After the meeting, they will be informed of the decision taken with regards to the grievance along with an explanation of how the decision was reached and notified of your right to appeal against the decision, in the event that they feel that the grievance has not been satisfactorily resolved.

### 5.3 Step 3 - Appeal

In the event that the employee feels that the grievance has not been satisfactorily resolved they should appeal against it. They must apply in writing to the appropriate Senior Line Manager, within 5 working days of the date of the grievance outcome letter setting out the basis for the appeal and appropriate arrangements will be made for an appeal meeting.


They will be invited to attend an appeal meeting. The employee should take all reasonable steps to attend the meeting. They will again have the right to be accompanied to the meeting by a fellow employee or a trade union rep. After the meeting they will be informed of the decision taken regarding their appeal.

In the event that a grievance is raised during the course of a disciplinary process about an issue which is related to the disciplinary both issues may be dealt with concurrently.

## 6.0 GUIDELINES

Detailed and accurate records of all meetings with the aggrieved employee and witness/witnesses and of any other enquires that are made will be gathered and kept confidential. The Line Manager/Supervisor will aim to complete the investigation as soon as possible, but otherwise without reasonable delay. Meetings will happen in a private location and without interruptions. All witnesses who give information will do so privately and not in the presence of anyone else who was involved in, or who was present during the events giving rise to the grievance. All information or evidence provided by witnesses will be treated as confidential.

If the employee has a disability, reasonable adjustment will be made to ensure that they are not disadvantaged in any way at the meeting.

	CHAIN OF CUSTODY MANAGEMENT SYSTEM	Prepared by	JMcC
		Approved by	DO'B
IMS-PRO-040	GRIEVANCE PROCEDURE	Issued by	GB
		Effective from	16-Sep-2025

To ensure that any issue raised is resolved effectively, all parties should adhere to the following guidelines:

- Make sure they are clear about the facts and ignore rumours or hearsay.
- Limit the issue to those involved and show discretion at all times.
- Work only to resolve the issue and actively pursue a positive outcome.
- Be honest about their own role and involvement.
- Demonstrate understanding, empathy, and flexibility to ensure that the other person's perspective is accommodated.
- Strengthen relationships once the outcome is known and positively apply any learning points for the future.

#### 7.0 FORMER EMPLOYEES

If the complaint relates to dissatisfaction with a dismissal decision, the grievance procedure should not be invoked but the appeal procedure should be used against this decision in accordance with the appeals process set out in the disciplinary procedure.

A grievance can be raised by any employee (or former employee) without fear of retaliation.

#### DOCUMENT HISTORY

Document No	Document Title	Revision No	Nature of change	Date
IMS-PRO-040	Grievance Procedure	02	1 <sup>st</sup> Issue to IMS	16-Sep-2025