

<p>This is the statement of general policy and arrangements for: THE RIGHT TO WORK</p>	
<p>Debbie Lyall (Managing Director) Louise Macmillan (Operations Director)</p>	
<p>has overall and final responsibility for this policy</p>	
<p>Statement of general policy</p>	
<p>Responsibility of:</p>	
<p>The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the management of the Company. The aggrieved employee has the right to representation by a Trade Union Representative or a work colleague</p> <p>In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the Company's employees.</p> <p>Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.</p>	<p>Debbie Lyall Louise Macmillan</p>
<p>Stage 1</p> <p>An employee who has a grievance should raise the matter with his line manager / supervisor immediately either verbally or in writing. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to their superior. For example – in a grievance regarding Louise Macmillan / Sharron de Abreu Faria– Debbie Lyalls help, and guidance should be sought. If about Debbie Lyall – Louise Macmillan should be contacted. If the concern was regarding The management Team – contacting the appropriate Local Authority Commissioning Team would be necessary.</p> <p>If the manager is unable to resolve the matter at that time, then a formal written grievance form should be submitted. The manager should then respond within 2 working days (i.e. the manager's normal working days) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the mangers decision and who to appeal to if still aggrieved.</p>	<p>Debbie Lyall Louise Macmillan</p>
<p>Stage 2</p> <p>If the employee remains aggrieved there will be a final level of appeal. This appeal must be made in writing to the manager within ten working days of receipt of the Stage 1 response. This manager will arrange and hear the appeal and respond formally with a full explanation within 20 working days.</p> <p>There is no further right of appeal. Where however both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.</p>	<p>Debbie Lyall Louise Macmillan</p>

Using mediation

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

Mediation is not part of <Company>'s formal grievance procedure. However if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

Debbie Lyall
Louise Macmillan

Signed: * (Employer)

Date:

4th Feb 2026