

Grievance Policy & Procedure

Owner: HR Advisor

Approved by: Managing Director

Effective date: 23/12/2025

Review: Biennial

1. Purpose

To provide a fair, prompt, and confidential process for employees to raise workplace concerns.

2. Principles

This procedure follows the ACAS Code of Practice and is based on:

- Fairness and consistency
- Prompt handling of concerns
- The right to be accompanied
- The right of appeal
- Protection from victimisation for raising a grievance

3. Procedure

3.1 Informal Stage

Employees are encouraged to raise concerns informally with their line manager in the first instance, where appropriate.

Many issues can be resolved quickly at this stage.

3.2 Formal Stage

If the matter cannot be resolved informally, the employee should:

- Submit a written grievance to: hr@lluk.co
- Include details of the concern and any relevant facts

3.3 Investigation

Where necessary, the company will:

- Conduct a reasonable investigation
- Speak with relevant parties
- Review any supporting evidence

3.4 Grievance Meeting

- A meeting will normally be held within 5 working days of receiving the grievance
- The employee has the right to be accompanied by:
 - A work colleague, or
 - A trade union representative

3.5 Outcome

A written decision will normally be provided within 5 working days of the meeting.

3.6 Appeal

If the employee is dissatisfied with the outcome:

- They may appeal in writing within 5 working days.
- The appeal will be heard by a different manager where possible.
- The appeal decision will be final and confirmed in writing.

4. Records & Confidentiality

- Meeting notes and outcomes will be recorded.
- Information will be shared only on a need-to-know basis.
- Records will be stored securely in line with data protection requirements.