

DIRECT DEFENCE SOLUTIONS LTD

Grievance-Policy

POLICY STATEMENT	INITIAL REVISION
ISSUE DATE:	AUG 2018
POLICY-016	Prepared & Approved by: Director

Purpose

The aim of this procedure is to settle or redress individual employee grievances promptly and fairly.

Application

The following procedure applies to grievances by all or any members of staff concerning their employment relating either:

- To matters affecting themselves as individuals, Or
- To matters affecting their personal dealings or relationships with other staff within The Direct Defence Solutions Ltd.

Standard Process:

Step 1

Statement of grievance

The employee must set out the grievance in writing and send the statement or a copy of it to the Company, for the attention of a Director.

The Company will respond in writing to the employee's grievance within **5 days** and will inform the employee that they can appeal against the Company's decision if they are not satisfied with it. If it is not possible to respond within five working days the employee will be given an explanation for the delay and told when a response can be expected.

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Step 2

Meeting

The Company must invite the employee to attend a meeting to discuss the grievance. For the purpose of clarity, a grievance hearing is held in this context to mean a meeting at which an employer deals with a complaint about a duty owed by them to a worker, whether the duty arises from statute or common law (for example contractual commitments).

SECTION 3 – A WORKER’S RIGHT TO BE

The meeting must not take place unless:

- The employee has informed the employer what the basis for the grievance was when they made the statement under Step 1; and
- The Company has had a reasonable opportunity to consider their response to that information;

The employee must take all reasonable steps to attend the meeting. After the meeting, the Company must inform the employee of their decision as to their response to the grievance and notify them of the right of appeal against the decision if they are not satisfied with it.

Employees have the right to be accompanied at the meeting. The companion may be:

- A fellow worker (i.e. another of the Company’s workers);
- An official employed by a trade union, or a lay trade union official, as long as they have been reasonably certified in writing by their union as having experience of, or having received

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training in, acting as a worker's companion at disciplinary or grievance hearings. Certification may take the form of a card or letter.

Workers may ask an official from any trade union to accompany them at a disciplinary or grievance hearing, regardless of whether the union is recognized or not. However, where a union is recognized in a workplace, it is good practice for workers to ask an official from that union to accompany them.

Before the hearing takes place, the worker should tell the Company whom they have chosen as a companion.

The companion should be allowed to address the hearing in order to:

- Put the worker's case
- Sum up the worker's case
- Respond on the worker's behalf to any view expressed at the hearing.

The companion can also confer with the worker during the hearing. Whilst the companion may ask witnesses questions. They have no right to answer questions on the worker's behalf, or to address the hearing if the worker does not wish it, or to prevent the Company from explaining their case.

Step 3

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Appeal

If the employee does wish to appeal, they must inform the Company. If the employee informs the Company of their wish to appeal, the Company will invite them to attend a further meeting. The employee must take all reasonable steps to attend the meeting.

After the appeal meeting, the Company will inform the employee of the final decision, in writing as soon as possible also detailing if the appeal meeting is the final stage of the grievance procedure.

Where reasonably practicable, the appeal will be dealt with by a Director not associated with the original decision being appealed.

Employees have the right to be accompanied at the appeal meeting as per Step 2 of this process.

Modified Process

The modified process only applies if:

- The employee no longer works for the Company
- The Company has agreed with the ex-employee in writing that the modified - as opposed to the standard - procedure applies
- The ex-employee raised the grievance before they left, but the standard procedure wasn't completed, or the ex-employee didn't raise it until after they left
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Step 1

Statement of grievance

The employee must set out in writing:

- The grievance; and
- The basis for it.

The employee must send the statement or a copy of it to the Company

Step 2

Response

The Company will set out their response in writing and send the statement or a copy of it to the employee.

Communication and Review:

This policy is communicated to all stakeholders including authorities and any member of the public via published website, handbook and notice boards and on request.

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We undertake to continually review of this policy within the framework of our Integrated Management Systems in our Management Review meetings and on as and when required basis with the overarching aim of conducting our activities in a manner, which does not affect the quality environment and health and safety of DIRECT DEFENCE SOLUTIONS LTD.

Prepared and Signed by Director:

Date:

This is a computer generated document therefore do not require hand written signatures.
Please contact office for verification.