
Southern Rock Adventures Ltd

Grievance policy

Effective from 17 October 2008

1 Introduction

- 1.1 This policy provides you with an opportunity to raise any concerns or worries you may have arising from any aspect of your work, working environment or working relationships. It does not give rise to any contractual right and may be amended by Southern Rock Adventures Ltd ("Southern Rock Adventures Ltd") from time to time. The policy is intended to facilitate the swift resolution of issues to the satisfaction of Southern Rock Adventures Ltd and you. As it covers a range of potential issues it may be necessary to adapt the policy to suit a particular situation. All records and proceedings under all stages of the procedures set out in this policy will be kept confidential by Southern Rock Adventures Ltd.
- 1.2 You are encouraged to seek to resolve any issues initially by informal discussion with the person to whom you report. You may wish to take notes of any discussions.

2 Formally raising a grievance

- 2.1 If it is not possible to resolve the grievance by informal discussion or it is not appropriate for matters to be raised informally you should raise your grievance formally with your manager, in writing. If this person is the subject of your grievance, you should contact that person's immediate manager. If they have no manager, you should contact another senior manager of Southern Rock Adventures Ltd. They will arrange for a meeting to be held to discuss the grievance. This shall be held within 5 days of the grievance being raised. Following the meeting their manager will respond in writing within 5 days unless it is not possible, in which case your manager shall explain the reason for the delay.

3 First appeal

- 3.1 If you are not satisfied with the outcome of the first grievance hearing you may raise your grievance in writing with your manager's immediate manager who will consider the matter. The manager's immediate manager will arrange a hearing to consider your grievance within 5 days of you raising it. Where possible the same person will respond to you in writing within 5 days. If this is not possible this will be explained to you.

4 Second appeal

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- 4.1 If you wish, you may raise your grievance in writing with the director within five days of receiving a response from the manager's immediate manager. This person will arrange to hear your grievance within 5 days. You will be given a decision within 5 days of the hearing.

5 Right to be accompanied

- 5.1 You have the right to be accompanied to grievance hearings by either a trade union representative or another employee of Southern Rock Adventures Ltd who agrees to attend.
- 5.2 If someone does accompany you, they may address the hearing on your behalf to put your case forward and may confer with you during the hearing. If necessary the hearing can be adjourned to allow this. Your representative may not, however, answer questions for you.

6 Once you have left

- 6.1 You still have the right to raise a grievance even after you have left Southern Rock Adventures Ltd's employment. Where you have already left employment and the above grievance procedure has not already commenced or completed you should write to Southern Rock Adventures Ltd, as soon as possible after leaving Southern Rock Adventures Ltd's employment, setting out your grievance. You do still have the right to attend a grievance meeting with Southern Rock Adventures Ltd if you wish however in these circumstances, you and Southern Rock Adventures Ltd can agree to dispense with the meeting. If you wish to, you should suggest this in your letter and, if Southern Rock Adventures Ltd agrees, Southern Rock Adventures Ltd will respond in writing as soon as reasonably practicable. Alternatively, Southern Rock Adventures Ltd will contact you to arrange a meeting and will then write to you with a decision. In either case, the decision is final and there will be no right of appeal.