

WILLIAM TURNER

# Grievance Procedure

September 2025

# What are grievances?

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Grievances are concerns, problems or complaints that employees raise with the company. The company has implemented this grievance procedure in order to deal with grievances fairly, consistently and quickly. The company will have regard to any relevant codes of practice in force from time to time.

## Who is covered by the procedure?

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This procedure applies to all employees and/or staff regardless of length of service. However, it does not form part of any employee's contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

## Investigation

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The company will investigate the grievance raised. Such investigation may require the employee making the complaint and any potential witnesses to be interviewed. Wherever possible this will be done confidentially.

## Using the grievance procedure

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Most grievances can be resolved quickly and informally through discussion with your Line Manager. If this does not resolve the problem you should initiate the formal procedure outlined below. The procedure will apply at all stages of the formal grievance procedure.

# Step 1: Written grievance

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You should put your grievance in writing and submit it to either your Line Manager or a Director.

The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it.

## Step 2: Meeting

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We will arrange a grievance meeting, normally within two weeks of receiving your written grievance, unless this is not reasonably practicable. You should make every effort to attend.

You may bring a companion to the grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion. What is reasonable will depend on the circumstances of each individual case. However, it would not normally be reasonable for you to insist on being accompanied by a companion whose presence would prejudice the hearing, nor would it be reasonable for an employee to ask to be accompanied by a companion from a remote geographical location if someone suitable and willing was available on site. The companion may be either a trade union representative or a colleague.

If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.

We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.

We will write to you, following the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal.

## Step 3: Appeals

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If the grievance has not been resolved to your satisfaction you may appeal in writing to a director, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.

We will hold an appeal meeting, following receipt of the appeal. This will be dealt with impartially by a more senior person who has not previously been involved in the case as far as is reasonably practicable. You will have a right to bring a companion, as detailed above.

We will confirm our final decision in writing, following the appeal hearing. There is no further right of appeal.

## Confidentiality

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We hope that staff will feel able to voice Concerns openly under this procedure. However, if you want to raise your concern confidentially, we will make every effort to keep your identity secret. If it is necessary for anyone investigating your concern to know your identity, we will discuss this with you.

We do not encourage staff to raise grievances anonymously. Proper investigation may be more difficult or impossible if we cannot obtain further information from you. It is also more difficult to establish whether any allegations are credible. Staff who are concerned about possible reprisals if their identity is revealed should come forward to the HR Manager or a director (if the concern/s involve the HR Manager) and appropriate measures can then be taken to preserve confidentiality.

## Non-Retaliation

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Employees must feel that they are able to raise valid concerns / grievances under this procedure without fear of retaliation or any detrimental treatment as a result. If you believe that you have suffered any such treatment, you should inform the HR Manager or a director (if the concern/s involve the HR Manager) immediately. If the matter is not remedied, you should raise it formally as a separate grievance under this procedure.

Any employee who is found to have retaliated against another employee because of a grievance being raised under this procedure may be subject to disciplinary action.

## Disciplinary Process

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Where an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the disciplinary cases are related, it may be appropriate to deal with both issues concurrently.

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