

Grievance Policy

Introduction

When we refer to 'us', 'we' or 'Safer Roadworks' in this policy, we are referring to the legal entities which make up the Safer Roadworks Group of Companies, consisting of Safer Roadworks Limited, Safer Roadworks (Fleet) Ltd and Safer Roadworks (Traffic Management) Ltd.

Safer Roadworks is committed to providing a working environment in which employees are treated fairly and are able to raise concerns relating to their employment without fear of unfair treatment.

Where concerns arise, employees are encouraged to raise them promptly so that they can be considered and, wherever reasonably possible, resolved at an early stage.

Purpose

The purpose of this policy is to provide employees with a fair and consistent process for raising concerns, complaints or grievances relating to their employment or working environment.

The policy aims to ensure that grievances are considered appropriately, fairly and without unreasonable delay, and that employees are given an opportunity to explain their concerns and suggest how they may be resolved.

Scope and Applicability

This policy applies to all employees of Safer Roadworks.

It does not apply to self-employed contractors, subcontractors, agency workers or other individuals who are not employees of Safer Roadworks.

This policy does not form part of an employee's contract of employment and may be amended by Safer Roadworks where appropriate.

Matters That May Be Raised

Examples of matters that may be dealt with under this policy include:

- terms and conditions of employment;
- health and safety concerns;
- working relationships;

- bullying or harassment;
- new working practices;
- the working environment;
- organisational change; and
- discrimination.

This list is not exhaustive.

A grievance should normally relate directly to an issue which affects the employee raising it, their employment or their working environment.

This policy should not normally be used to challenge disciplinary action or reasonable action taken under another Company procedure, such as a Performance Management or Sickness Absence Procedure. Concerns about decisions made under those procedures should normally be dealt with through the applicable appeal process.

Informal Resolution

Where reasonably practicable, employees are encouraged to raise concerns informally with their Line Manager in the first instance.

Many workplace concerns can be resolved quickly through open discussion without the need to use the formal grievance procedure.

Where the employee does not feel able to raise the matter with their Line Manager, or where the concern relates directly to their Line Manager, they may raise the matter with another Manager, a member of HR or a Director.

Where informal attempts do not resolve the matter, or where the employee considers the matter sufficiently serious, a formal grievance may be raised.

Raising a Formal Grievance

A formal grievance should be submitted in writing and should make clear that it is being raised under the Company's Grievance Policy.

The grievance should provide sufficient information to allow the matter to be properly considered and, where appropriate, investigated.

This should include, where relevant:

- details of the concern or complaint;
- relevant dates, times and locations;
- names of individuals involved;
- details of any witnesses;
- relevant documents or other evidence;
- any steps already taken to try to resolve the matter; and
- where possible, the outcome or resolution the employee is seeking.

Employees are encouraged to raise grievances as soon as reasonably practicable.

Unless there are exceptional circumstances, grievances should normally be raised within six months of the matter complained of.

A grievance should normally be submitted to the employee's Line Manager.

Where the grievance concerns the employee's Line Manager, it should instead be submitted to another appropriate Manager, HR or a Director so that arrangements can be made for the matter to be dealt with by somebody who is not directly involved.

Investigation

Depending upon the nature of the grievance, Safer Roadworks may need to undertake an investigation before reaching a decision.

The nature and extent of any investigation will depend upon the circumstances and may include:

- reviewing documents or records;
- speaking with the employee raising the grievance;
- interviewing other employees or witnesses; and
- considering other relevant information or evidence.

Employees are expected to cooperate reasonably with any grievance investigation.

Where additional information comes to light during an investigation, the employee raising the grievance may be invited to a further meeting to discuss or respond to that information before a final decision is reached.

Grievance Hearing

A grievance hearing will normally be arranged to allow the employee to explain their concerns in more detail and suggest how they believe the matter could be resolved.

In appropriate circumstances and with the employee's agreement, the matter may be considered in writing instead of through a formal meeting.

During the grievance hearing, the employee will be given a reasonable opportunity to:

- explain the grievance;
- provide relevant information or evidence;
- identify relevant witnesses;
- respond to questions; and
- explain what outcome or resolution they are seeking.

The Manager conducting the hearing may be able to reach a decision following the meeting or may decide that further investigation is necessary.

Where further investigation is required, the hearing may be adjourned and reconvened once the investigation has been completed.

Right to be Accompanied

Employees have the right to be accompanied at a formal grievance hearing and any grievance appeal hearing by a fellow employee or an appropriate trade union representative or official.

The companion may support the employee, confer with them during the meeting and make representations on their behalf.

The companion may not answer questions addressed directly to the employee or prevent Safer Roadworks from explaining its position or asking reasonable questions.

Where the employee's chosen companion is unable to attend at the proposed time, the employee may propose a reasonable alternative time within five working days of the original hearing date, in accordance with applicable employment requirements.

Grievance Outcome

Following the grievance hearing and completion of any necessary investigation, Safer Roadworks will consider the available information and reach a decision.

The employee will be informed of the outcome in writing.

The outcome may include, where appropriate:

- confirmation that the grievance has been upheld;
- confirmation that the grievance has been partially upheld;
- confirmation that the grievance has not been upheld;
- recommendations for resolving the issue;
- changes to working arrangements or practices where appropriate;
- mediation or further discussions;
- management action; or
- referral of matters to another Company procedure.

Where recommendations or actions are identified, these will be communicated to the relevant persons as appropriate.

Allegations of Misconduct

Where a grievance contains allegations that another employee may have committed misconduct, Safer Roadworks may need to investigate those allegations under the Disciplinary Policy.

In these circumstances, consideration of some or all of the grievance may be temporarily delayed while the disciplinary process is undertaken.

Where disciplinary action is taken against another employee, the employee who raised the grievance will normally be informed that the matter has been addressed where appropriate.

However, due to confidentiality requirements, Safer Roadworks may not be able to provide details of any disciplinary sanction imposed against another employee.

Relationship with Other Procedures

Where a grievance relates to another ongoing Company procedure, such as a disciplinary, performance management or sickness absence process, Safer Roadworks will determine the fairest and most appropriate way to deal with the matter.

Depending upon the circumstances, Safer Roadworks may:

- temporarily pause one procedure while the other is considered;
- consider the grievance as part of the existing procedure;
- deal with the concerns through the relevant appeal process; or
- run the processes separately where this is considered appropriate.

The approach taken will depend upon the circumstances of the case and the need to ensure that the matters are dealt with fairly.

Appeals

Employees have the right to appeal against the outcome of a formal grievance.

An appeal should be submitted in writing within **one week** of the employee being informed of the grievance outcome.

The appeal should clearly state the grounds on which the employee believes the original decision should be reconsidered.

The appeal should be submitted to the person identified in the grievance outcome letter.

An appeal hearing will then be arranged and, wherever reasonably practicable, will be conducted by an appropriate Manager or Director who has not previously been directly involved in making the original grievance decision.

The employee has the right to be accompanied at the appeal hearing.

Following consideration of the appeal, the employee will be informed of the outcome in writing.

The outcome of the appeal will be final.

Confidentiality

Grievances will be handled sensitively and, as far as reasonably practicable, confidentially.

Information will only be shared with individuals who reasonably need it in order to investigate, consider or resolve the grievance.

Employees involved in a grievance or investigation are expected to respect the confidentiality of the process and the privacy of other individuals.

Personal information obtained during the grievance process will be handled in accordance with applicable data protection requirements.

Protection from Victimisation

Employees will not be subjected to retaliation or victimisation for raising a genuine grievance in good faith or for participating in a grievance investigation.

Any allegation of retaliation or victimisation will be taken seriously and may be dealt with under the Company's Disciplinary Policy.

Knowingly making false or malicious allegations may also be dealt with under the Disciplinary Policy.

Responsibilities

Directors

Directors are responsible for:

- promoting a fair and respectful working environment;
- ensuring appropriate resources are available to implement this policy;
- supporting the fair and consistent handling of grievances; and
- leading by example.

Managers and Supervisors

Managers and Supervisors are responsible for:

- encouraging employees to raise concerns at an early stage;
- attempting to resolve concerns informally where appropriate;
- responding appropriately to formal grievances;
- ensuring matters are escalated where necessary;
- maintaining appropriate confidentiality; and
- treating all employees involved fairly and respectfully.

Employees

Employees are responsible for:

- raising concerns promptly where reasonably practicable;
- providing honest and accurate information;

- cooperating with reasonable investigations;
- treating everyone involved in the process respectfully; and
- maintaining appropriate confidentiality.

Monitoring and Review

The effectiveness and implementation of this policy will be monitored through grievances raised, outcomes, employee feedback, management review and any identified trends or recurring concerns.

This policy will be reviewed at least annually, or sooner where there are changes to legislation, organisational arrangements or business requirements.

Should you have a question about our Grievance Policy, please direct your enquiry to:

enquiries@safer-roadworks.co.uk

Position: Managing Director

Name: Jake Waudby

Signature:



Date: 27th August 2026