

Crystal Health Group Policy

Grievance and Dispute Policy

 CRYSTAL Health Group	Document name	Version
	Grievance and Dispute Policy	v05.05.26

1. Purpose

The purpose of this policy is to provide employees with a readily accessible procedure for addressing any problems or concerns they may have at work. This procedure should not replace normal employee–manager dialogue. However, where such informal dialogue has failed to resolve an issue of concern, then an employee may utilise this procedure to formally resolve the issue.

It is accepted that when people work together there will inevitably be situations where misunderstandings, problems or concerns need to be resolved. It is the policy of Crystal Health that a culture of good communication, openness and a willingness to co-operate and listen will exist. Therefore, it is envisaged that the majority of these issues or misunderstandings will be capable of being addressed informally in an efficient and effective manner. However, where such issues are unresolved, they may become grievances. Employees are encouraged to seek resolution of an issue by utilising this procedure.

At each grievance meeting held under the formal procedure, the employee has a right to be accompanied by a colleague or a trade union official.

The grievance procedure should not be used to lodge appeals against disciplinary sanctions. Our disciplinary procedure contains sufficient mechanism for dealing with an employee's dissatisfaction at a disciplinary sanction applied to them.

This procedure does not constitute contractual terms and conditions. Crystal Health Group reserves the right to amend any provision of this procedure subsequent to appropriate consultation.

This policy fully incorporates the provisions of the Acas code.

2. Scope

This policy applies to all employees of Crystal Health Group.

3. Responsibilities

- **Company Directors** – approve the policy and any significant updates.
- **Operations Manager** – oversees day-to-day application of the policy.
- **Employees** – comply with this policy and its requirements.

4. Policy

4.1 Procedure

In order to provide an effective and timely resolution of employee concerns, the following procedure will be followed to ensure that employee complaints or problems receive full and careful attention.

 CRYSTAL Health Group	Document name	Version
	Grievance and Dispute Policy	v05.05.26

Reasonable adjustments will be made to the procedure for disabled employees. Any employee who experiences difficulty with the procedure for any reason should seek assistance from the Management Team.

4.2 Informal discussion

You are encouraged to approach your line manager in the first instance to discuss issues and attempt to informally resolve them. Informal discussion can frequently solve problems without the need for written record.

If you are dissatisfied with the outcome, you may invoke the formal grievance procedure.

4.3 Formal procedure

4.3.1 Initiating the grievance procedure

You should raise the grievance in writing with your line manager. This should explain the nature and extent of the grievance and indicate the outcome you are looking for.

If your grievance relates to concerns regarding your line manager or the nature of your grievance is such that you would not feel comfortable raising it with your line manager due to the proximity in which you work, you may contact a Company Director(s) or an alternative manager to whom the grievance can be raised.

Concerns regarding matters which fall within the scope of legislation on public interest disclosures (whistleblowing) must be raised under the Whistleblowing Policy.

Concerns relating to harassment, including sexual harassment or inappropriate behaviour by colleagues, clients, contractors or other third parties, may be raised under this policy where they relate to an individual complaint.

Where appropriate, such concerns may also be raised under the Whistleblowing Policy if they relate to wider organisational issues or are considered to be in the public interest.

4.3.2 Grievance hearing

A meeting will be arranged between your manager and yourself normally within 5 working days. You may be accompanied by a fellow colleague or trade union official. The meeting will be held to discuss the grievance in detail, and you should take any documents or evidence you have regarding the grievance to the meeting.

A decision will be taken by the line manager following the investigation and the grievance will be responded to, in writing, within 5 working days of the meeting being held, however if the grievance chair should determine this is not possible, the reasons for this and estimated length of delay will be communicated to the employee. The employee will be informed of actions to take if they wish to appeal the outcome.

Minutes of the meeting will be taken, and copies will be made available to you. A copy of the minutes will be stored on your personnel file.

4.3.3 Employee's Companion

 CRYSTAL Health Group	Document name	Version
	Grievance and Dispute Policy	v05.05.26

You have the right to be accompanied by a fellow employee or trade union official at any of the formal hearings. Their role is to:

- Support the employee
- Ensure fairness and proper procedure is followed
- Ensure the employee states their case fully
- Take notes for the employee
- Ask questions
- Suggest follow up actions

4.3.4 Investigation

The line manager will complete a full investigation into the matter. This may involve holding investigation meetings with witnesses, requiring witness statements to be produced and reviewing written evidence.

4.3.5 Suspension

A proper investigation is an integral part of the process and, where necessary, may require employees to be suspended on contractual pay whilst this is conducted. Suspension on pay is not considered to be a sanction taken under the procedure. It is there to ensure that issues are dealt with in a fair and reasonable manner, and adequate protection is given to all employees. The investigation and any suspension will take place as quickly as possible to avoid any unnecessary delays, and the employee will be given a letter explaining the suspension arrangement. This will include the requirement not to attend work but be available for meetings e.g. investigatory meetings. Prior to and during the suspension the employee's manager will ensure steps are taking to support the employee's wellbeing.

4.4 Appeal

Where the employee is dissatisfied with the outcome of the grievance, you may raise an appeal within 5 days of receiving the outcome. You should write to the appeal chair setting out the reasons for your dissatisfaction. The appeal will involve the same procedural steps as the grievance and the outcome will be provided normally within 5 working days of the appeal being held, however if the appeal chair should determine this is not possible, the reasons for this and estimated length of delay will be communicated to you

There will be no further stage of appeal. The decision on the grievance will be final.

4.5 Simultaneous grievance and disciplinary matters

Crystal Health will make a decision on how to progress matters if a disciplinary and grievance overlap. Acas guidance suggests that disciplinary hearings may be suspended for a short duration while the grievance is investigated. Crystal Health Group will assess the exact nature of the grievance and will have the final say over suspension of a disciplinary procedure.

4.6 Extending timescales under the procedure

The timescales outlined in this procedure will be adhered to whenever this is reasonably practicable. There may be extenuating circumstances that are outside of either parties'

 CRYSTAL Health Group	Document name	Version
	Grievance and Dispute Policy	v05.05.26

control, for example, where a key witness is unavailable or the grievance requires extensive investigation.

Where it is not reasonably practicable to adhere to the deadlines, both parties will discuss any extension to the timelines.

4.7 Mediation

Crystal Health reserve the right to seek assistance from external mediators at any stage in the grievance procedure. Where both parties agree to undertake mediation, the grievance process will be suspended whilst this is ongoing.

4.8 Protection against detriment

Nothing in this procedure is intended to prevent you from raising any concerns you have. Employees who raise concerns under this procedure will not be subject to any detrimental or less favourable treatment as a result of doing so.

Where the grievance is made with malicious intent, you will be subject to the Crystal Health disciplinary procedure.

4.9 Ex-employees

Should a grievance be raised by an employee leaving Crystal Health, where possible the grievance procedure will be concluded whilst they remain in employment. If it is not possible to conclude the process prior to their exit from the business, then it may be necessary to modify the procedure to complete it.

Should an ex-employee raise a grievance under this procedure, Crystal Health reserves the right to modify the procedure outlined above. This includes, but is not limited to, providing a written response.

4.10 Third parties

We reserve the right to engage an independent third party to assist at any stage of the grievance procedure to:

- Carry out an investigation
- Provide advice and support to the process conducted by Crystal Health Group
- Hear a stage of the process, including any appeal
- Attend meetings and interviews
- Where consultants are used in relation to investigations Crystal Health Group will:
 - Make sure that the consultants follow Crystal Health Group's policies and procedures
 - Deal with the case fairly in accordance with the ACAS Code of Conduct.

 CRYSTAL Health Group	Document name	Version
	Grievance and Dispute Policy	v05.05.26

5. Version Control

Previous Version	Changes	Last Effective Date	Reviewed and authorised by:
V04.01.26	Minor update to clarify reporting routes for harassment and alignment with Whistleblowing Policy.	05/05/2026	John McChrystal
v03.11.21	Complete review and update by Objective HR	31/12/2025	John McChrystal
v02.04.18	Addition of Whistleblowing section 5.3	23/11/2021	John McChrystal
v01.07.17	- Review and update to format of policy. - Procedure for grievance reviewed and updated to provide an increased level of detail.	04/04/2018	John McChrystal
NEW	N/A	N/A	John McChrystal

 CRYSTAL Health Group	Document name	Version
	Grievance and Dispute Policy	v05.05.26