

Ashendon Recruitment Limited Grievance Policy

1. Introduction

This Grievance Policy outlines the procedures for addressing and resolving grievances within Ashendon Recruitment Limited. It aims to ensure fairness, consistency, and transparency in handling employee concerns and disciplinary actions.

2. Grievance Procedure

2.1. Informal Resolution

Employees are encouraged to raise concerns informally with their immediate supervisor or manager. In most cases, issues can be resolved promptly at this stage.

2.2. Formal Grievance

If the matter cannot be resolved informally or if the employee is uncomfortable raising it with their immediate supervisor, they may submit a formal written grievance to the Company Director. The grievance should include:

Details of the grievance.

Names of individuals involved.

Relevant dates and events.

Any supporting documents or evidence.

2.3. Investigation

Ashendon Recruitment will appoint an impartial investigator to review the grievance. The investigator will interview all relevant parties and gather necessary evidence.

2.4. Resolution

The company will aim to resolve the grievance within 10 working days, notifying the employee of the outcome in writing. Resolutions may include:

- An acknowledgment of the issue.
- A corrective action plan.
- Mediation.
- An appeal process, if necessary.