



## POLICY

**4.1** ABACUS CARE & SUPPORT LIMITED encourages free communication between employees and their managers. This is to ensure that questions and problems arising during the course of employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned.

**4.2** ABACUS CARE & SUPPORT LIMITED has a separate Harassment Policy and Procedure and Anti-Bullying Policy and Procedure that may be useful if an employee has been the victim of bullying or harassment or wishes to report an incident of bullying or harassment involving other people.

**4.3** ABACUS CARE & SUPPORT LIMITED operates a separate Raising Concerns, Freedom to Speak Up and Whistleblowing Policy and Procedure to enable employees to report illegal activities, wrongdoing or malpractice. However, where an employee is directly affected by the matter in question, or where they feel they have been victimized for an act of whistleblowing, they may raise the matter under this grievance procedure.

**4.4** If an employee has difficulty at any stage of the grievance procedure because of a disability or language barriers, they must discuss the situation with the grievance officer as soon as possible.

**4.5** This policy does not form part of an employee's contract of employment and may be amended at any time.

**4.6** Any data collected as part of this policy will be processed in accordance with current Data Protection legislation, the Privacy Notice issued to staff and the Data Security and Data Retention Policy and Procedure.

## DEFINITIONS

### 6.1 Grievance

- Any problem, issue or concern that an employee or worker may have relating to their employment or engagement with ABACUS CARE & SUPPORT LIMITED

### 6.2 Grievance Manager

- The manager appointed by ABACUS CARE & SUPPORT LIMITED to investigate and hear the grievance at the initial grievance meeting
- The grievance manager will be independent from any of the issues raised in the grievance and will make a decision on the outcome of the grievance once the grievance meeting has taken place, taking into account all facts and representations

### 6.3 Grievance Appeal Manager

- The Grievance Appeal Manager will hear any appeal following the outcome of the grievance provided by the Grievance Manager
- The Grievance Appeal Manager will be impartial, and will have had no previous involvement in the grievance procedure up to that point