

Ray Windfarm Fund Community Interest Company Grievance Policy and Procedure

Purpose and scope

The purpose of a grievance procedure is to enable employees to raise a work-related problem, concern or complaint and to have the matter dealt with as quickly and as fairly as possible.

This procedure applies to all employees. It does not form part of your terms and conditions of employment and the Company may depart from it depending on the circumstances of the case.

Informally raising a grievance

Many work-place issues can be resolved quickly and easily by taking informal action. If it is not appropriate to raise your grievance informally, or your grievance has not been resolved to your satisfaction through informal action, you should use the formal grievance procedure.

Formally raising a grievance

Stage 1

You should put your grievance in writing, without unreasonable delay, and send it to the Company Secretary. If your grievance involves the Company Secretary then you should send your grievance to the Chairman of the Board.

The Company Secretary will arrange a meeting with you to discuss your grievance, normally within 5 (five) working days of receiving your complaint. You will be given the opportunity to explain your grievance and how you think it should be resolved. The manager hearing your complaint will listen carefully to what you have to say and will discuss the matter thoroughly with you. Your complaint may need to be investigated further and you will be advised if this is the case. After your grievance has been fully investigated, you will be notified in writing of the outcome and of any action to be taken to resolve your grievance. This response will normally be given to you in writing, within 5 (five) working days of the meeting. If it is anticipated that the response will take longer you will be informed of this and of the expected timescale. You will also be informed of your right to appeal if you are dissatisfied with the outcome.

Stage 2

If you are dissatisfied with the handling of your grievance at Stage 1, you can appeal in writing to the Chairman of the Board.

An appeal officer (where possible, a CIC Director with no previous involvement in the case) will be appointed to consider your appeal and, normally within 5 (five) working days of receiving your appeal, will arrange a meeting with you to discuss your appeal. The appeal officer will listen carefully to what you have to say and will discuss the matter thoroughly with you. The appeal officer may want to investigate your complaint further and you will be advised if this is the case. After your appeal has been investigated, you will be advised, in writing of the outcome. This response will normally be given to you in writing, within 5

(five) working days of the appeal meeting. If it is anticipated that the response will take longer you will be informed of this and of the expected timescale. You will have no further right of appeal.

During all stages of the formal grievance procedure you will be provided with copies of notes as soon as they become available.

Right to be accompanied

You have a statutory right to be accompanied by a work colleague or a trade union representative at formal grievance meetings that concern a complaint about a duty that we owe to you. If you wish to be accompanied, please confirm your request to the Company Secretary who will confirm if it is reasonable and appropriate for your chosen companion to attend in the circumstances.

Ex-employee

If you wish to raise a grievance after you have left the Ray Windfarm Fund Community Interest Company, please forward it in writing to the Company Secretary. The Company is not obliged to investigate or respond to your complaint, but we may decide to do so if it is deemed appropriate.

Resolving complaints through the employment tribunal

The Company hopes that effective use of this procedure will negate the need for employees to seek external resolution for complaints by way of an employment tribunal claim.

However, the Company also respects that employees may wish to exercise this right and, accordingly, employees are advised that a failure to follow this procedure beforehand could result in a reduction in any compensation awarded of up to 25%.

Ray Windfarm Fund Community Interest Company Invitation to attend a grievance meeting

[DATE]

Dear []

INVITE TO GRIEVANCE MEETING

I am writing to advise you that you are required to attend a meeting at **[place]** on **[date]** with **[name]** to discuss your grievance(s) which I understand to be:

- **[insert details of grievances].**

Please let me know in advance of the meeting if you do not agree with my understanding of the matters to be discussed and investigated.

You are entitled to be accompanied at the grievance meeting by a colleague or a trade union representative. Please advise **[The Company Secretary]** at least **[24 hours]** before the meeting of the name of the person who will accompany you so that appropriate arrangements can be made. If your chosen companion is unable to attend this meeting, please contact **[the Company Secretary]**

At this meeting you will have the opportunity to explain your complaints in full and put forward any evidence that you may have. If you wish to rely on any written material or documents, please send copies to me in advance of our meeting.

Should you have any queries about this process or questions about what the grievance meeting will involve, please let me know and I will be happy to discuss the arrangements in detail with you.

Yours sincerely

[Chairman of the Board]