

Resolution at Work Policy

Scope: This policy applies to all the business divisions within the AG Barr Group

This policy does not form part of your contract of employment and may be amended at any time.

Purpose: If colleagues find themselves wishing to make an informal or formal complaint, this policy outlines the procedure for how this will be handled in a fair and reasonable way.

Why Do We Need This?: We understand that, from time to time, our colleagues might want to raise matters with the Company relating to their employment with us. Accordingly, it is important that our colleagues have access to a procedure to help deal with any such matters fairly and within an appropriate time frame.

1. WHAT IS A GRIEVANCE?

A grievance is a concern or complaint that concerns your employment. It is up to you whether you decide to raise a grievance about a workplace issue. However, as your employer, we do have a duty of care to you (and your colleagues) and we may decide to intervene independently if it is appropriate to do so.

You need to ensure that your grievance has your name to it to be considered. Otherwise the grievance will not be dealt with through this procedure. We would also flag that we have a separate Dignity and Respect at Work Policy that may be useful if you have been the victim of bullying or harassment or wish to report an incident of bullying or harassment involving other people.

This procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the Disciplinary Policy. Grievances raised while you are subject to disciplinary proceedings will usually be heard when the disciplinary process has concluded.

2. CONDUCTING THE PROCEDURE

We ask that everyone present themselves calmly and respect all of those who are involved at all times. These proceedings can be stressful and upsetting for people and we need to ensure everyone is supported properly throughout. If you are abusive or insulting throughout the procedure, you may be subject to the process outlined in the Disciplinary Policy.

It is important that proceedings are conducted in a timely and fair manner. As such, it is asked that you discuss relevant information only. Anything irrelevant can hinder the process, and the people leader conducting the hearing may intervene to keep the proceedings on track.

If you are raising a concern and you have difficulty communicating this because of a disability or because English is not your first language, the HR department will be able to assist further.

During the procedure, mediation may be suggested to help resolve your grievance, depending on the nature of the issue. If you think that this route might be helpful in the circumstances, we would encourage you to raise this with us too. Mediation is when a third-party mediator seeks to facilitate a resolution between the parties, who have agreed to use mediation.

3. INFORMAL GRIEVANCE

Many grievances can be resolved quickly and informally through discussion with your people leader. If the grievance concerns your people leader, or you do not feel comfortable discussing it with them, you should speak informally to someone more senior than your people leader or the HR team. If this does not resolve the issue, you should follow the formal procedure below.

4. FORMAL GRIEVANCE

A formal grievance needs to be submitted in writing to your people leader. If it concerns your people leader, it should go to their people leader. If you are unclear about who you should submit a grievance to, please contact the HR team.

The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. In some situations, we may ask you to provide further information.

The process for raising a formal grievance is as follows:

Investigations

It may be necessary for us to carry out an investigation into your grievance. The amount of investigation required will depend on the nature of the allegations. You should cooperate fully and promptly in any investigation.

We may initiate an investigation before holding a grievance meeting where we consider this appropriate. In other cases, we may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases, we will hold a further grievance meeting with you after our investigation and before we reach a decision.

Grievance Meetings

The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us in reaching a decision based on the available evidence and the representations you have made. After an initial grievance meeting we may carry out further investigations and hold further grievance meetings as we consider appropriate. Such meetings will be arranged without unreasonable delay. You have the right to bring a colleague or trade union representative to all grievance meetings.

We will write to you, usually within one week of the final grievance meeting, to inform you of the outcome of your grievance and any further action we intend to take to resolve the grievance.

Appeals

If the grievance has not been resolved to your satisfaction, you may appeal in writing to your people leader or the HR Department, stating your full grounds of appeal, within 5 days of the date on which you received the decision.

We will hold an appeal meeting, normally within 5 working days of receiving your written appeal. Where practicable, the appeal hearing will be conducted by a people leader who has not previously been involved in the case and is senior to the individual who conducted the previous meeting. You have the right to bring a colleague or trade union representative to the appeal meeting.

We will confirm our final decision in writing, usually within one week of the appeal meeting. There is no further right to an appeal.

5. RECORDING OF MEETINGS AND DATA PROTECTION

Grievances will always be handled with respect and fairness, and will be held in confidence.

Unless otherwise agreed at the outset of a meeting or hearing, you (and anyone accompanying you) must not make electronic recordings of any meetings or hearings conducted under this procedure, whether these meetings or hearings are conducted in person, by telephone, or using remote working platforms or technologies.

Where any information regarding the grievance has been documented or stored, it will always be in compliance with our data protection obligations. Please see our [Data Protection Policy](#) for further information.

Last Reviewed : October 2024

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