



## Company Policy Statement: **Grievance Policy**

Portfolio: Governance and Assurance  
Portfolio Director: Mr Roger Clarke

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Author: Mr Roger Clarke



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## DOCUMENT ETYMOLOGY

### Title

Policy Statement for Grievance Policy	Portfolio Governance and Assurance
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### Responsibility

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Version	Date	Author	Status
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### Approver

Title	Name	Date
Chief Executive Officer	Mr Frank Lloyd-Murray	Wednesday, 21 June 2023

### Distribution

Name	Business Area	Reason and Use
Director (Project Management)	Senior Leadership	Sign-Off and Acceptance
Director (ASURRA Operations)	Senior Leadership	Sign-Off and Acceptance
Director (Signalling Operations)	Senior Leadership	Sign-Off and Acceptance
Director (Rail Infrastructure)	Senior Leadership	Sign-Off and Acceptance
Director (Business Development)	Senior Leadership	Sign-Off and Acceptance
Director (Governance and Assurance)	Senior Leadership	Sign-Off and Acceptance
Director (Media Operations)	Senior Leadership	Sign-Off and Acceptance



# Section: 2 – The Policy Statement

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## What exactly is a Policy Statement?

A policy statement is an organization-level document that prescribes acceptable methods or behaviours. Essentially, a policy is simply the way things are done within an organization.

Policies are different from procedures and standard operating procedures because they are applicable to an entire organization and are primarily intended to set direction.



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Document Designation: Commercial in Confidence (Internal Team Only)

## GRIEVANCE POLICY STATEMENT

This policy is for the purpose of resolving grievances in a fair and consistent manner and to promote communication. We encourage employees to informally raise any grievance as a first step. All stages of this process will be dealt with without unreasonable delay.

### WHO IS COVERED BY THIS POLICY?

This policy applies to all employees regardless of length of service.

### RAISING GRIEVANCES INFORMALLY

Most grievances can be resolved quickly and informally through discussion. If this does not resolve the issue you may bring a companion to any grievance meeting or appeal meeting under this policy. The companion may be either a trade union representative or a colleague. You must tell the person holding the grievance meeting who your chosen companion is, in good time before the meeting.

We will arrange a grievance meeting as soon as possible following receipt of the grievance and give you written notice of the date, time, and place.

### APPEALS

If the grievance has not been resolved to your satisfaction you may appeal in writing stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.

This policy will be regularly reviewed by GRAAY<sup>®</sup> Limited to ensure that they are adequate and continue to satisfy business requirements. This policy will be reviewed and updated as required at least but not limited to once every 12 months.

Signed as Approved this day, Wednesday, 21 June 2023

Signature

Position

**Mr Frank Lloyd-Murray**  
**Chief Executive Officer**

