

Grievance and Complaints Policy

Definitions

The Company = Serply Recruitment Ltd

1. Purpose

The purpose of this Policy is to ensure that Serply Recruitment Ltd provides a clear, fair, and consistent procedure for addressing concerns, complaints, and grievances raised by employees, workers, clients, or candidates. The Policy supports the creation of a transparent and safe working environment in which all individuals are treated with dignity and respect, and any issues are resolved promptly and effectively.

2. Policy Statement

Serply Recruitment Ltd is committed to dealing fairly, consistently, and quickly with any grievance or complaint. All issues will be handled confidentially, without discrimination or victimisation, and in line with the ACAS Code of Practice on Disciplinary and Grievance Procedures and applicable UK employment law.

The Company encourages informal resolution wherever possible but recognises that some matters require a formal process. This Policy applies to all employees, temporary workers, and candidates supplied or represented by the Company.

3. Administration

The HR and Compliance Officer is responsible for maintaining this Policy, overseeing its application, and ensuring managers and staff understand their duties. The Policy will be reviewed annually, or when legislation or business requirements change.

All grievance and complaint records will be held securely and retained in accordance with the Company's Data Retention Policy.

4. Scope

This Policy applies to:

- Employees of the Company
- Temporary Workers engaged under PAYE or umbrella arrangements
- Clients, candidates, contractors, and suppliers wishing to raise a complaint regarding the Company's conduct or services

It covers issues such as:

- Concerns about working conditions, management actions, or treatment at work
- Allegations of harassment, discrimination, bullying, or unfair practice
- Any other conduct or service issue where the individual believes they have been treated improperly or unprofessionally

5. Procedure

5.1 Informal Stage

Where possible, individuals are encouraged to raise concerns informally with the relevant line manager or consultant at the earliest opportunity. Early discussion can often resolve misunderstandings quickly.

5.2 Formal Stage

If the matter is not resolved informally, a written grievance or complaint should be submitted to the HR and Compliance Officer.

The written submission should include:

- The nature of the grievance or complaint
- Relevant dates, names, and supporting information
- Preferred resolution or outcome

An acknowledgment will be issued within five working days, and an impartial investigator will be appointed to review the matter.

5.3 Investigation Stage

All relevant parties will have the opportunity to present information, with confidentiality maintained throughout. The investigator may conduct meetings, request statements, or obtain documentation as required.

5.4 Outcome and Appeal

A written outcome will normally be provided within 10 working days of completion of the investigation.

If the individual is dissatisfied, they may appeal in writing to a Director within 10 working days of receipt of the outcome.

An appeal meeting will be arranged and chaired by a manager not previously involved. The appeal decision is final.

6. Confidentiality and Victimisation

All grievances and complaints will be treated as confidential. No employee, worker, or other party will suffer detriment or victimisation for raising a concern in good faith. Any breach of confidentiality or retaliatory action will be subject to disciplinary procedures.

7. External Resolution

If a grievance cannot be resolved internally, Serply Recruitment Ltd may refer the matter for independent mediation. Employees also have the right to seek external advice, for example through ACAS or a legal representative.

8. Monitoring and Review

This Policy will be reviewed annually by the HR and Compliance Officer and amended as required to ensure compliance with current legislation and good practice.

9. Contact Details

HR and Compliance Officer
Serply Recruitment Ltd
Red Hill House, 41 Hope Street, Chester, CH4 8BU

Email: info@serply.co.uk

Tel: 01244 646 892

This Policy was approved by the Director of Serply Recruitment Ltd on 17 March 2025 and will be reviewed annually or following any relevant legislative change.