



Grievance & Disciplinary Policy

Date: January 2025

1. Policy Statement

Eden Facilities & Property Management LTD is committed to maintaining a positive and respectful workplace. This policy outlines how grievances will be addressed and how disciplinary matters will be managed fairly, consistently, and in line with the ACAS Code of Practice.

2. Grievance Procedure

Employees who feel they have been treated unfairly or have concerns should raise a grievance. Eden will:

- Encourage informal resolution where possible.
- Allow grievances to be raised formally in writing to management.
- Hold a meeting to discuss the grievance, giving the employee the right to be accompanied.
- Investigate thoroughly and provide a timely written response.
- Offer an appeal process if the employee is unsatisfied with the outcome.

3. Disciplinary Procedure

The disciplinary procedure ensures that issues of conduct, capability, or performance are handled fairly. Eden will:

- Address minor issues informally where appropriate.
- Provide clear information about the alleged misconduct or performance issue.
- Hold a disciplinary meeting, allowing the employee the right to be accompanied.
- Take proportionate action, which may include:
 - Verbal warning
 - Written warning
 - Final written warning
- Dismissal (only in cases of serious or repeated misconduct)
- Offer an appeal process following any disciplinary decision.

4. Gross Misconduct

Certain acts may be considered gross misconduct, potentially leading to summary dismissal (without notice). Examples include:

- Theft, fraud, or dishonesty.
- Violence, bullying, or harassment.
- Serious breaches of health & safety.

- Working under the influence of drugs or alcohol.
- Deliberate damage to company property.
- Serious breaches of confidentiality.

5. Employee Rights

- Employees will not be dismissed for a first offence unless it constitutes gross misconduct.
- Employees have the right to be accompanied at all formal meetings.
- Employees have the right to appeal against disciplinary outcomes.

6. Responsibilities

- Directors & Managers: Ensure grievances and disciplinary matters are handled fairly, consistently, and confidentially.
- Employees: Follow company rules and raise concerns responsibly.

7. Monitoring & Review

This policy will be reviewed annually to ensure compliance with employment legislation and best practice.

8. Policy Approval

Signed: _____



Sonny Saunders, Director

Eden Facilities & Property Management LTD

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