

Purpose and Scope

Alto Aerospace Ltd. is committed to dealing with employer grievances fairly, consistently and without unreasonable delay. This policy sets out the way in which an employee should make any complaints they have about work-related matters and the way in which Alto Aerospace Ltd. will deal with these complaints. This is a non-contractual policy and procedure and can be changed by Alto Aerospace at any time. If an employee has any queries about this policy and procedure, they should contact their line manager.

Primary Principles

Grievances will be dealt with confidentially so far as is reasonably possible and employees must keep information learnt during this process confidential.

The purpose of a grievance or appeal meeting is for the employee to explain his or her grievance and how they think that it should be resolved using evidence available to make representations, allowing Alto Aerospace Ltd. to come to a decision.

Alto Aerospace operate a just culture in which employees should not be subjected to a detriment for raising a grievance in good faith, even if the grievance is not upheld. However, the employee should not use this policy to dispute a disciplinary or dismissal decision. The correct policy for this can be obtained from the HR Manager. Also if an employee deliberately gives false information, is dishonest or makes a false complaint during the grievance process, this may lead to disciplinary action by Alto Aerospace Ltd or its associates.

Employees will not normally be suspended during the grievance process, but Alto Aerospace Ltd. reserves the right to suspend if in the Employers discretion this is helpful and reasonable. Employees will continue to receive their normal pay and benefits.

The employee has the right to appeal any decision made about a grievance as set out in the appeals section of this policy and procedure.

Alto Aerospace Ltd. processes personal data collected during informal discussions and the formal grievance procedure in accordance with its data protection policy and GDPR guidelines. Data collected as part of informal discussions and the grievance procedure is held securely and accessed by, and disclosed to, individuals only for the purpose of responding to the grievance or conducting the grievance procedure. Inappropriate access or disclosure of Employee data constitutes a data breach and should be reported in accordance with the company data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the company disciplinary procedure.

Informal Discussion

Alto Aerospace Ltd. promotes communication between employees and so wherever possible, the employee should try to resolve any grievance at work by firstly talking about it informally with their manager to try and agree a solution. If the grievance is too serious, if the employee or manager think it is not appropriate in the circumstances to deal with the grievance informally, or if discussing the grievance informally does not work, the employee's grievance will be dealt with formally.

If the Employee thinks that an investigatory interview would be helpful at a stage during the grievance process before a formal meeting is held or continued, Alto Aerospace Ltd. may take statements from the employee or witnesses or review documents at our discretion. No decision will be taken until a grievance hearing has been held. An employee does not normally have the right to bring a companion to an investigation interview. However Alto Aerospace Ltd. may allow the companions in its absolute discretion.

Formal Procedure

Statement of Grievance – To raise a matter formally the employee should write to their immediate supervisor setting out the facts of the grievance, avoiding insulting or abusive language and trying to give specific examples of the complaint, copies of documents, names of witnesses and dates where possible.

Where an employee's grievance is against their immediate supervisor, the employee should write to the HR Manager or a manager who is not the subject of the grievance.

Grievance Meeting – Within five working days, the employee's manager will respond in writing to the employees written grievance, inviting the employee to attend a meeting where the alleged grievance can be discussed.

The employee's manager will usually hold the meeting (unless they are the subject of grievance or it is not reasonably practicable for the employee's manager to hold the meeting).

Five working days' notice of the meeting will usually be provided to the employee and they will be informed of their right to be accompanied by a companion.

The employees choice of companion will be agreed to if the companion is either a colleague, a trade union official or a trade union representative (which if not an employed official, must be certified by their union as competent to accompany a worker) and under the circumstances the employee has made a reasonable request to be accompanied. The employee should advise the Alto Aerospace Ltd. of the identity of the companion (or any change in their choice of companion) and whether they will require any special adjustments to be made for their or their companions' attendance, at least 24hours before the start of the meeting.

Alto Aerospace Ltd. encourages employees to bring their choice of colleague, trade union representative of trade union or trade union official to formal meetings under this procedure, but the employee should bear in mind how practical it is for their choice of companion to attend and consider if there is a suitable and available individual who is geographically close to where the meeting is to be held, rather than first considering an individual geographically based further away.

The role of the companion in a formal meeting is to make notes, confer with the employee and if the employee requests it, to address the hearing to state the employees case and respond to any views expressed at the meeting. The companion does not have the right to answer questions or address the hearing if the employee does not request this and must not prevent the employer from explaining its case.

If an employee or their companion is unable to attend the meeting at the time, date and place specified by the employer, they must notify the chair of the meeting as soon as possible in writing. Except in the case of an emergency, this should be at least 24hours before the start of the meeting and the employee should advise of a time when they and their companion will be available within five working days of the original proposed meeting and provided this is reasonable, the new meeting time will be agreed.

Employees must make every effort to attend any scheduled meeting under this procedure. If you are unable to attend more than two scheduled meetings, Alto Aerospace Ltd. reserves the right to make a decision about your grievance using available evidence but in your absence.

If Alto Aerospace Ltd or the employee will be referring to any documentation during the formal meeting, this should be sent to the other party at least 24 hours before the start of the meeting, so that they have a reasonable chance to prepare.

Alto Aerospace may in its absolute discretion adjourn a meeting to carry out further investigations, after which the meeting will usually reconvene.

After the meeting the manager will give the employee a decision in writing normally within 24 hours.

Appeal

If the employee is unhappy with the decision and they wish to appeal, they should write to a more senior manager than their immediate supervisor within five days of the date of the decision, stating that they disagree with the decision and giving their reasons why and providing any new evidence they seek to rely on.

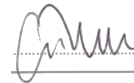
The employee will be invited to an appeal meeting, normally within ten working days of the manager receiving the request of appeal. The employees appeal will be heard by an impartial manager or if necessary, an independent HR advisor who has not been part of the process up until the appeal stage. The employees appeal will either be a review of the grievance decision made or a complete rehearing, at the discretion of Alto Aerospace Ltd. The right to be accompanied to the appeal meeting is the same as set out in the previous stages.

Signed on: 17th January 2019



Chris Yendell

Managing Director



Giles Trotter

Managing Director