

GRIEVANCE POLICY & PROCEDURE

Policy

Although **AA Rachminov Diamonds (2000) Ltd.** aim to provide and promote a harmonious working environment, occasionally problems and grievances may arise. Sometimes these problems can be magnified by misunderstandings or poor communications and it is therefore essential that they be addressed as quickly as possible.

An employee should, before invoking the formal grievance procedure, discuss the grievance with the person to whom they are accountable. The procedure is not intended to replace the usual practice whereby an employee raises any grievance quickly and informally with their immediate manager.

Definitions

A grievance is a situation where an employee considers that the effect of action taken or proposed by management, or of failure by management to take action, is detrimental to them.

Issues, which are covered by separate procedures, are excluded from the grievance procedure. These include disciplinary matters, grading appeals, complaints from customers, capability code matters and harassment matters.

Matters where there are no identifiable outcomes within the remit of managers to grant will be precluded from the grievance process and dealt with informally.

Procedures

As a **AA Rachminov Diamonds (2000) Ltd.** employee you have the right to seek redress of an individual grievance. To achieve a satisfactory and speedy solution to problems **AA Rachminov Diamonds (2000) Ltd.** has drawn up a Grievance Procedure which should be followed to allow us to deal with such claims.

Time Limits

1. If you have a grievance you must raise it within 10 days of the event occurring. Management should respond to the grievance.

At all stages of the procedure you may be accompanied by a fellow employee of your choice or a Trade Union Official and should feel free at any time to talk to a member of the Personnel Department who will be happy to provide assistance and counsel whenever required.

First Stage

In the event of grievance you should discuss the situation with your immediate supervisor/manager as soon as possible who will investigate the facts and then make every effort to achieve a solution satisfactory to both parties within five working days of the grievance being raised.

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Most concerns can be resolved at this level.

If however after a thorough discussion you felt that the problem had not been handled to your satisfaction you may raise the matter with the next level of Management. This should be done in writing through your immediate Supervisor/Manager within five working days of the first stage being concluded.

Second Stage

If you still felt that the problem had not been satisfactorily resolved. The grievance should be referred in writing explaining the grounds of the grievance and why it has not been possible to resolve the issue at stage 1 of the procedure, through your Manager to the next level of Management within five working days.

Management will arrange for a meeting to take place as soon as possible, but within 5 working days of receipt of the written statement. If the matter cannot be resolved at the meeting, **AA Rachminov Diamonds (2000) Ltd.** will respond within 5 working days of the meeting.

If an agreement is reached the basis of that agreement will be recorded in writing, given to both parties and a copy will be placed on the staff member's personnel file.

If the matter is not resolved, the staff member may refer it to the next stage of the procedure.

Stage 3 Appeals Procedure

In the unlikely event that a mutually satisfactory understanding is still not reached then you may resort to the Appeals Procedure where the Managing Director or their nominee within ten working days of the appeal will make a final decision. The grievance should be referred in writing through the level of Management involved in the preceding second stage within five working days. Explaining the grounds of the grievance and why it has not been possible to resolve the issue.

The time limits mentioned in the procedure will be adhered to wherever possible however variations may occur through the absence or non-availability of the appropriate staff and the complexity of the investigation.

The procedure is discretionary and does not form part of your terms and conditions of employment.

Note: this policy is signed and filed in official AA Rachminov Diamonds (2000) Ltd. records after being communicated to all employees, and is part of a set of policies presented to new employees