



Company Name:	City Resource Ltd ("the Company")
Policy Name:	Complaint Procedure (Worker)
Written:	March 2013
Reviewed:	October 2015 – Minor alterations throughout January 2017 – No alterations March 2018 – No alts March 2019 – no alts March 2020 – no alts January 2021 – no alts September 2021 – Changed name of Procedure
Version:	2

1. GENERAL PRINCIPLES

The following general principles will apply to the Complaint Procedure

- Each step and action will be taken without unreasonable delay. Please be aware that timelines may vary to those set out in this policy, due to (for example) the volume or complexity of the allegations being considered, or the availability of appropriate members of staff to conduct each stage of the process.
- Whenever the worker is invited by the Company to attend a meeting, the worker must take all reasonable steps to attend.
- At all stages of the procedure (except any investigation meetings) the worker will have the right to be accompanied by a trade union representative or a work colleague of your choice. If your choice of companion is unreasonable (e.g. because they are unavailable for a prolonged period of time or because of a conflict of interest) the Company may ask you to choose someone else. If your companion is unable to attend any such meeting you may suggest an alternative date, provided it is within 5 working days of the original date.
- Timing and location of meetings must be reasonable.
- Meetings will be conducted in a manner that enables both the Company and worker to explain their case.
- Meetings may be adjourned so that further investigation can be carried out in light of any new points raised. Any new information obtained will be provided to you for consideration before the meeting is reconvened.
- For appeal hearings following a decision the Company will as far as reasonably practicable, be represented by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).
- Whenever the company or worker is required to send the other a statement, the original or a copy will suffice.
- If you have difficulty at any stage of the procedure because of a disability please discuss this as soon as possible with your line manager/Human Resources/Director.

2. COMPLAINT PROCEDURE

If a worker has a problem or concern about their work, working conditions or a relationship with a colleague, they should aim to settle their Complaint informally with their Consultant.

If a worker's Complaint cannot be settled informally, or a formal approach is preferable, the worker should raise it formally with management by following the procedure below.

Step 1 - Written statement

The worker must set out their Complaint in writing and send this statement to the Human Resources Manager unless your Complaint concerns your Consultant/Human Resources Manager/other in which case the Complaint should be submitted to a Director of City Resource Ltd. Include facts, dates, a chronology and names of individuals, as appropriate. The subject heading should be marked as "Formal Complaint".

Step 2 – Meeting

1. The company will invite the worker to attend a meeting to discuss the Complaint, normally within 5 working days, but longer where it is necessary to undertake an investigation to establish the facts or it is otherwise impracticable.
2. The meeting will not take place unless:
 - the worker has informed the Company of the basis for the Complaint in writing; and
 - the Company has had a reasonable opportunity to consider its response to that information
3. After the meeting the Company will inform the worker of its decision, as soon as reasonably practicable (but normally within one week of the meeting), and the Company will notify the worker of his right to appeal if he is not satisfied with it.

Step 3 - Appeal

If the worker does wish to appeal, s/he must inform a Director of City Resource Ltd in writing within 5 working days of receiving the decision, and on doing so the company will invite him to attend a further meeting. After the appeal meeting, the Company will inform the worker of its final decision as soon as is reasonably practicable (but normally within one week of the meeting). The Company's decision is final.