



Grievance & Disciplinary Procedures Policy

1. Policy Statement

Hughes Driver Training aims to provide a fair, consistent, and transparent process for resolving workplace concerns and dealing with conduct or performance issues.

We encourage issues to be addressed informally where possible, but formal procedures are available when necessary.

2. Scope

This policy applies to all employees of Hughes Driver Training.

It covers:

- Grievances — concerns, problems, or complaints raised by an employee about work, colleagues, or the organisation.
 - Disciplinary matters — concerns about an employee's conduct, capability, or behaviour.
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Part A: Grievance Procedure

3. Informal Resolution

- Employees should first try to resolve concerns informally by speaking with their line manager.

4. Formal Grievance Process

If the matter cannot be resolved informally:

1. Submit a **written grievance** to your manager or HR, setting out the nature of the concern, relevant facts, and desired outcome.

2. A grievance meeting will be arranged within a reasonable timeframe.
3. You have the right to be accompanied by a colleague or trade union representative.
4. Following the meeting, a written outcome will be provided.

5. Appeal

- If you are dissatisfied with the outcome, submit an appeal in writing within 5 working days.
 - An appeal meeting will be held, chaired by someone not previously involved.
 - The appeal decision is final.
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Part B: Disciplinary Procedure

6. Principles

- The aim is to encourage improvement rather than punish.
- No disciplinary action will be taken without a fair investigation.
- Employees will be informed of allegations in writing before any disciplinary meeting.

7. Stages of Disciplinary Action

1. **Investigation** – Gathering facts and evidence.
2. **Disciplinary Hearing** – You will have the opportunity to respond.
3. **Outcome** – Possible outcomes include:
 - No action
 - Informal warning
 - Written warning
 - Final written warning
 - Dismissal (with or without notice for gross misconduct)

8. Gross Misconduct

Examples include, but are not limited to:

- Theft, fraud, or dishonesty.
- Violence or threatening behaviour.
- Serious breach of health and safety rules.
- Being under the influence of alcohol or illegal drugs at work.
- Serious breach of confidentiality.

9. Appeal

- Appeals must be submitted in writing within 5 working days of the decision.
 - Appeal hearings will be conducted by someone not involved in the original decision.
 - The appeal decision is final.
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10. Right to be Accompanied

At any formal grievance or disciplinary meeting, employees have the right to be accompanied by a work colleague or trade union representative.

11. Record Keeping

All documents relating to grievance and disciplinary processes will be kept securely and confidentially in line with GDPR.

12. Monitoring & Review

This policy will be reviewed annually or sooner if legislation or ACAS guidance changes.

V1 - Document Owner: Rosie Richardson

Effective Date: Sept 2025

Next Review Date: Sept 2026