

- It is the Company's policy to ensure that Flexi-Workers with a grievance relating to their employment can use a procedure which can help resolve them as quickly and as fairly as possible. The grievance procedure does not form part of your terms of employment and Encore Personnel reserve the right to vary the procedures from time to time.
- If you have a grievance about your employment, you should discuss it informally with your Encore Personnel representative. We hope that the majority of concerns will be resolved at this stage.
- If you feel that the matter has not been resolved through informal discussions you should put your grievance in writing to Phil Tilt ptilt@encorepersonnel.co.uk, Encore Personnel, 32 Millstone Lane, Leicester LE1 5JN who will arrange a meeting with you to discuss your grievance. You will be entitled to be accompanied at the meeting by either a work colleague or a trade union representative. After the meeting the Manager will inform you of his/her decision to the response to the grievance, in writing within five working days.
- If you wish to appeal you must do so in writing to G. Latham within 7 working days. G. Latham (or in the event that he has been involved in making the disciplinary decision against which you are appealing, another Board Director) will hear the appeal and make the decision.

For full details on our Harassment Policy please contact your local branch or site.