

Danny Sullivan Group

Grievance Policy & Procedure



DANNY SULLIVAN
GROUP

Helen Taylor, HR Director

- We understand the importance that all employees feel treated with dignity and fairness, especially when we are navigating difficult conversations
- We listen first, investigate thoroughly, and ensure every employee feels heard
- We promote a fair, consistent and compliant process



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GROUP**



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Grievance Policy & Procedure

Promoting a fair, consistent and compliant process



Objectives

- What a grievance is
- Who the policy applies to
- How to raise concerns (informal & formal)
- Your rights during the process
- Appeals and expected behaviours



Our Commitment

- Concerns handled fairly and promptly
- Issues treated with seriousness and respect
- Encouragement of constructive dialogue
- Support available from HR



Our Policy Scope

Our full 'Grievance Policy & Procedure' are available for view within our Employee Handbook

Our Grievance Procedure policy applies to employees of:

- Danny Sullivan Group Limited
- Danny Sullivan & Sons Ltd
- Diamond Construction & Engineering Recruitment Limited
- Danny Sullivan Group Academy Limited

Consistency Across Organisation

Policy applies equally across all departments and locations, supporting objective and consistent disciplinary decisions.

Legal Compliance and Fairness

Consistent application reduces discrimination risk and ensures fair, impartial handling of disciplinary matters.



What is a Grievance?

A grievance is any concern, issue, or complaint relating to:

- Your treatment at work
- Working conditions
- Work environment
- Management practices
- Work allocation or career development



Informal Resolution

Step 1: Raise It Informally

If you are dissatisfied:

- Speak to your Line Manager
- If uncomfortable, contact HR hr@dannysullivan.co.uk

Many issues can be resolved quickly through open discussion.

If Not Resolved? If informal discussion does not resolve the matter, you may raise a formal grievance.

Formal Resolution

Submitting a Formal Grievance

You must:

Submit your complaint in writing clearly explaining

- The nature of the grievance
- The outcome you are seeking

Send to:

- Your Line Manager, or
- HR (hr@dannysullivan.co.uk) if the grievance concerns your manager
- HR will appoint an appropriate person to hear the grievance if necessary

Important

This policy does not cover below, which are covered under separate policies:

Collective bargaining matters

Disciplinary action

Redundancy



Grievance Hearing Process & Your Rights

Grievance Process Timeline



Your Rights

Right to be Accompanied

You may bring:

- A DSG colleague, or
- A Trade Union Representative

They may:

- ✓ Present your case
- ✓ Respond to questions
- ✓ Summarise your case

X They may **not** answer questions on your behalf.
If unavailable, you may reschedule within **5
working days**.

Recording of Meetings

Recording is generally **not permitted**
Exceptions may apply (e.g., disability
adjustments)
Any permitted recordings are managed by DSG

Mediation

Where appropriate, DSG may suggest **voluntary
mediation**:

- Confidential
- Neutral third party
- Used only if all parties agree



Appeals & Expected Behaviour

Appeals Process

- If dissatisfied with the outcome:
- Submit your appeal in writing to HR:
- hr@dannysullivan.co.uk
- HR Department
Danny Sullivan Group
22 Barretts Green Road
London
NW10 7AE

State the grounds for appeal (why you believe the decision was incorrect).

Appeal Hearing:

- Held within 5 working days
- Heard by a Senior Manager
- Outcome issued within 7 working days
- Decision is final



Our Values

Be Fair	Be Committed	Be Well	Be Courageous
Inclusive Ensure an equal, diverse and inclusive workplace	Team Players Working as an intrinsic team across all levels	Creative Find innovative solutions to work more efficiently	Deliver Deliver the best quality staff to our customers
Supportive Support vulnerable groups	Client First Work with our clients to achieve all goals	Safe Environment Get everyone home safely everyday	Train Highest level of education, training and opportunities for our staff
Conscious Minimise our impact on the environment	Considerate Work with our competitors to deliver a common goal	Have Integrity Influence the culture of the workplace to always do the right thing	Rise Above Exceed expectation
Fair Provide fair pay, rigorous data and financial management	Creative Find innovative solutions to work more efficiently	Supporting Wellbeing We focus on our staff's wellbeing - physically and mentally	Excellence Always go the extra mile



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Together We Make The Difference

- OUR VALUES
 - Team Players
 - Inclusive
 - Support Wellbeing
- If you see something, say something
- Protect vulnerable workers
- Lets talk...
- Thank you for playing your part

