



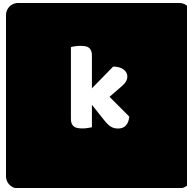
Directors: Ben Fitzgerald and Rosie Frost

KINDCODYPOLICY - GRIEVANCE

Revised: 10 APRIL 2021

Policy

1. The primary purpose of this grievance procedure is to enable staff to air any concerns that they may have about practices, policies or treatment from other individuals at work or from KINDCODY, and to produce a speedy resolution where genuine problems exist. It is designed to help all employees to take the appropriate action, when they are experiencing difficulties, in an atmosphere of trust and collaboration.
2. Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by KINDCODY that it will deal objectively and constructively with all employee grievances, and that anyone who decides to use the procedure may do so with the confidence that their problem will be dealt with fairly.
3. This grievance procedure is not a substitute for good day-to-day communication at KINDCODY where we encourage employees to discuss and resolve daily working issues in a supportive atmosphere. Many problems can be solved on an informal footing very satisfactorily if all employees are prepared to keep the channels of communication between themselves open and working well. This procedure is designed to deal with those issues that need to be approached on a more formal



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basis so that every route to a satisfactory solution can be explored and so that any decisions reached are binding and long lasting.

Procedure

4. If you cannot settle your grievance informally, you should raise it formally. This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal grievance.

Step 1 - Raising a grievance

5. If you have a grievance in relation to your employment then you should first raise this in writing with the line manager. The line manager will then invite you to a meeting within five working days* which the employee must take all reasonable steps to attend.
6. You may nominate a companion to accompany you to the meeting. This companion may address the meeting and confer with you during it, but may not answer questions on your behalf. It would not be considered reasonable to be accompanied by a companion whose presence would prejudice the hearing. This will depend on the circumstances of the case. Every effort will be made to convene the meeting at a time which is convenient for you and your companion to attend but we ask that you make arrangements with another companion who is available to attend if your original choice is not available within the desired time frame.



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7. You will be informed in writing of KINDCODY's decision on the grievance within five working days* and notified of your right of appeal against that decision if you are not satisfied with it.

Step 2 - Appealing against a grievance decision

8. If you do not feel that your grievance was satisfactorily resolved and you wish to appeal you should do so by stating your grounds of appeal by letter addressed to the Country Manager and/or Executive Chairman. If the matter concerns the Country Manager and/or Executive Chairman the appeal should be addressed to such other staff member of KINDCODY as is designated by the line manager. This letter must be received within five working days* of receipt of the written grievance decision referred to above.
9. The Country Manager and/or Executive Chairman will arrange the appeal hearing within five working days* of receipt of the appeal letter which the employee must take all reasonable steps to attend.
10. You may nominate a colleague or friend to accompany you to the hearing. This colleague or friend may address the hearing and confer with you during the appeal hearing but may not answer questions on your behalf.
11. After the appeal hearing you will be notified of the decision within five working days*. This decision is the last stage of the grievance procedure and will be final.



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Entry into Force

12. This policy is effective immediately

Chris Frost, Chief Operating Officer

** Five working days - KINDCODY will make every effort to work within this timeframe but some flexibility must be allowed for meetings and holidays that cannot be changed.*