
Resolution (formerly Grievance) Policy

Resolution (formerly Grievance) Policy (GB)

Policy Statement

We are dedicated to establishing an inclusive and diverse working environment where wellbeing is prioritised and you feel safe, supported and empowered to be yourself, allowing you to thrive and grow in a highly dynamic workplace. One where we can all feel respected, valued, included and able to contribute at our best.

In support of this, we are transitioning from the traditional grievance approach to one of positive early resolution.

We recognise that conflict and disputes sometimes happen in the workplace, and we are committed to supporting the resolution of these disputes, concerns or complaints, which are raised at the earliest opportunity. When situations of conflict are managed well, this leads to healthy and resilient relationships.

We are all responsible for creating a positive working environment that we are proud to work within.

This policy tells you how to raise your concerns informally, and if necessary, how to raise concerns more formally using the formal resolution form (add link to form). It's not a route of appealing a decision made in another formal process.

It's non contractual and may be changed in the future. If you have any questions about it, please askHR.

Who does it apply to?

This policy applies to anyone with a GB contract of employment.

Policy Detail - What do I need to know or do?

This policy supports communication through timely open and honest conversations. Informal early resolution encourages us all to hold ourselves accountable for our actions or behaviours that may have contributed to a situation. Having quality conversations will provide safe and constructive discussions, to speak openly and honestly about any concerns with the aim of preventing situations escalating, providing lasting solutions to all involved.

We have an amazing business with formidable brands. It is therefore important that we maintain our great reputation by upholding the highest business standards. Our Code of Conduct, which we call myCompass, sets out what we collectively stand for as a business. It is fuelled by our purpose, vision and values and provides us with



the standards within which to operate freely and for every one of us to do the right thing. myCompass also links to our policies along with many other resources.

It is important that each of us take the responsibility to act when something does not feel right and speak up. It is our common duty and requirement to act on it. We should never ignore it, thinking that someone else will report it.

We care deeply about the happiness and health of all people, from our employees, consumers, customers, suppliers, and communities.

We recognise that sometimes it may be appropriate to consider external mediation support, to enable a resolution to be reached. In such circumstances we would speak to you about this.

Early Resolution

You should make time, as soon as possible, to have an informal discussion about your concerns with your manager, or another manager who you feel comfortable sharing your concerns with.

We encourage you to sit down with your manager, or another manager, and have a quality conversation to talk about your concerns, with the aim of swiftly resolving situations and to provide a long-lasting solution to all involved. The manager may speak to those involved with the view of addressing issues, to enhance the likelihood of things being resolved swiftly and amicably.

Please refer to our **Employee Guidance to Resolution** which will provide you with guidance and support.

Formal Resolution Request

In situations where an early resolution attempt to resolve concerns has not seen the desired changes, you may wish to follow the formal resolution process.

You should ideally use our request for formal resolution form, in which you must clearly set out the points of your formal resolution request, and evidence to support this. This would need to include relevant facts, dates and names of any other individuals involved. It is important to note that you should include the desired resolution you are seeking from this process, as submitting a resolution request without a resolution, can lead to an ineffective process.

When the form is fully completed, this should be shared with your line manager, or another manager. It's really important that you complete the form fully.

An independent manager will be appointed to manage this formal resolution request, and they'll let you know that they've received it and invite you to a meeting. This will take place without unreasonable delay and may be face to face or via Microsoft Teams. You can have a companion (colleague/TU Rep) with you, and you need to make every effort to be there.



Your request will be reviewed as quickly as possible and can include speaking to other people, looking into facts and history. The manager should let you know how long they think it will take them to do this and reach an outcome.

To ensure fairness, if your formal resolution is being raised against a colleague, they will have the right to know the full details of any allegation(s) made against them.

Once a decision has been reached, you'll be told of the outcome in writing. Sometimes the manager may decide to meet with you to talk it through. You have the right to appeal the formal resolution decision.

If a formal resolution request is raised relating to another process, such as disciplinary, sickness absence or consultation, either process may be postponed, or dealt with simultaneously.

There may be occasions where we do not consider it appropriate to manage your concerns through a formal resolution request under this policy. For example: concerns raised in relation to the assessment of your performance under the Britvic myPerformance Framework. In such instances you are encouraged to work through any issues with your line manager.

What happens if I don't follow this policy?

You'll not be penalised for raising your concerns either informally or formally, if they are raised in good faith. However, if this policy is abused or if concerns are raised on unfounded allegations with malicious intent, this will be seen as a serious matter and dealt with under our Disciplinary Policy.

Related Documents

- Companion Guidance (GB&IE)
- Witness Guidance (GB&IE)
- Appeal Guidance (GB&IE)
- Harassment and Bullying Policy (GB)
- Ethical Business Policy
- Disciplinary Policy (GB)
- Internal Privacy Notice

