

### **Introduction**

This procedure is designed to provide Search Associates with the opportunity to raise any grievances that they have in relation to their employment with the Company.

### **Stage 1**

Search Associates should firstly raise any grievance either verbally or in writing with their Search Consultant. The Search Consultant will arrange a meeting with the Search Associate and respond in writing to the grievance within five working days.

### **Stage 2**

If the Search Associate is dissatisfied with the response received following stage one, or if the Search Associate feels unable to raise the matter with his/her Search Consultant, he or she should raise the grievance in writing with the next level of management. The senior manager will meet with the Search Associate at the earliest practical opportunity and respond in writing within five working days of this meeting. The decision following this stage is final.

### **Right to be Accompanied**

The Search Associate has the right to be accompanied to any meetings by a fellow Search Associate or appropriate trade union official at all stages of this procedure.