



Severn Group

Grievance Policy

This Policy applies to all UK employees

JULY 2025

The Expectation

The purpose of this Grievance Policy is to set out how employees can raise a grievance and how we will investigate and deal with grievances. Any employee working within Severn Group may, at some time, experience problems or wish to raise concerns about their work, working conditions or relationships with colleagues or managers.

Individuals often wish to raise such matters so that their concerns can be addressed, and where possible, resolved. It is in everybody's interests to resolve problems within the work place at an early stage before they escalate into more significant issues.

For this reason, it is our responsibility to ensure that all employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay.

Issues that may cause grievances include (but are not limited to): terms and conditions of employment, health and safety, work relations, harassment, new working practices, working environment and discrimination.

Who does this Policy apply to?

This Policy is available to all UK employees of Severn Group. If several employees are affected by the same or similar circumstances which they consider are more effectively dealt with by a collective grievance, the same Policy will be followed as in the case of an individual grievance.

This Policy should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the Disciplinary Policy.

Formal grievance

If the matter is serious or you wish to raise it formally, you should put the grievance in writing to your line manager. The grievance should set out brief facts of your complaint, including the nature of your complaint, relevant facts, dates and names of any individuals involved. You should avoid language that is insulting or abusive.

In addition, you are encouraged to set out the outcome you are seeking from the grievance. If your grievance is against your line manager and you feel unable to approach them, you should raise it with the People Team.

The Approach

Investigation

It may be necessary for us to carry out an investigation into your grievance. This may involve interviewing and taking statements from you and any individuals named in your grievance or other witnesses. We may also review relevant documents. You are required to co-operate with any investigation requests, including attendance at meetings and disclosure of documents.

Grievance hearing

Your line manager or the local HR Team will call you to a hearing, usually within five working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative.

After the hearing, your line manager or the local HR Team will give you a decision in writing, usually within five working days. If they require more information before making a decision, they will inform you of this and the timescale.

Appeal

If you are unhappy with the decision on your grievance, you can raise an appeal. Appeals should be in writing, setting out the reasons for the appeal, and should be delivered to your local HR Team within five working days of the grievance decision.

You will be invited to an appeal hearing, normally within five working days, with a more senior manager. You have the right to be accompanied by a colleague or trade union representative.

After the hearing, the manager or the local HR Team will give you a decision, usually within five working days. This decision is final.

Confidentiality, data protection and record keeping

We aim to deal with grievance matters sensitively and with due respect for the privacy of the individuals involved. Unless advised otherwise by Severn Group, the employee, their representative, any respondent and/or witnesses should not discuss the grievance, investigation or contents of their statements with any other employees or third parties outside of the grievance process. Any breach of this requirement will be considered a serious matter to be addressed under our Disciplinary Policy.

Notes will be taken at meetings at each stage of the procedure as a record of proceedings. Notes will not be verbatim (word for word) but will form an accurate summary of the discussions that took place. A copy of all documentation will be kept confidentially by the local HR Team in accordance with the data protection laws.

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Post-employment grievance

In respect of any grievance brought to our attention after your employment has terminated we reserve the right not to deal with the matter, and should we decide to deal with the matter we may do so in writing only.

Agreement to follow this Policy

If you have an incident of malpractice to report, such as illegal activities or dangers at work, you can do so via our Speak Up & Whistleblowing Policy.

This Policy is fully supported by The Board and Executive Team.

This Policy is non-contractual, and the Company reserves the right to update it at any time.

This Policy should be read in conjunction with the Anti-Harassment Policy, Code of Conduct, Disciplinary Policy, Employee Data Protection Policy, Employee Privacy Notice, and Equality, Diversity and Inclusion Policy. All Severn Group policies can be accessed on the Group Policy Hub.





At Severn Group, our business success flows from expertise – from technical knowledge and experience that position us as a leader in our field. Not everything, however, can be engineered. The Values which underpin that success stem instinctively from the culture we seek to sustain. Everything we do is tested against our Values, and our people are encouraged to apply them every day: they are the stewards of our brand, our reputation, our heritage, our ambitions.



Customer



Integrity



Excellence



Accountability



SEVERN
Superior Valve Engineering