



METROPOLE GUARD SECURITY

Regus Office 127, 268 Bath Road, Slough, England SL1 4DX

Info@metropoleguards.co.uk: <https://www.metropoleguards.co.uk/>

Contact: 02033555340

GRIEVANCE AND DISCIPLINARY POLICIES

1. Policy Statement:

Metropole Guard Security is committed to fostering a fair, safe, and respectful workplace. To achieve this, we have established clear procedures for raising grievances and addressing disciplinary issues. These policies ensure that all employees are treated equitably and that any workplace concerns are resolved promptly and effectively. These procedures are aligned with the ACAS Code of Practice on Disciplinary and Grievance Procedures.

2. Purpose:

The purpose of these policies is to:

- a. Provide a structured process for employees to raise grievances.
- b. Outline a fair and transparent approach to addressing disciplinary matters.
- c. Promote a workplace environment built on trust, respect, and accountability

3. Scope:

These policies apply to all employees of Metropole Guard Security, including full-time, part-time, and temporary staff.

GRIEVANCE POLICY:

1. Steps for Raising Grievance:

1.1 Informal Resolution:

- a. Employees are encouraged to discuss concerns informally with their immediate manager to seek a resolution at the earliest opportunity.
- b. If the issue cannot be resolved informally, employees may proceed with the formal grievance process.

1.2 Formal Grievance Procedure:

- a. Employees must submit a written grievance to their line manager or HR, clearly stating the nature of the concern and any supporting evidence.
- b. Upon receipt of the grievance, an acknowledgment will be provided within 5 working days.

1.3 Investigation:

- a. A thorough and impartial investigation will be conducted by the HR department or an appointed manager.



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- b. All parties involved will be given the opportunity to present their perspectives.

1.4 Grievance Meeting:

- a. A meeting will be scheduled to discuss the findings and potential resolutions.
- b. Employees may be accompanied by a colleague or trade union representative during this meeting.

1.5 Resolution and Outcome:

- a. A written response outlining the decision and any corrective actions will be provided within 10 working days of the grievance meeting.
- b. If the employee is dissatisfied with the outcome, they may appeal within 5 working days by submitting a written request.

1.6 Confidentiality:

- a. All grievance matters will be treated confidentially and shared only with relevant parties on a need-to-know basis.

DISCIPLINARY POLICY:

1. Disciplinary Process:

1.1 Standards of Conduct:

- a. Employees are expected to adhere to company policies, procedures, and codes of conduct. Failure to comply may result in disciplinary action.

1.2 Types of Misconduct:

- a. **Minor Misconduct:** Examples include tardiness, minor breaches of policy, or unprofessional behavior.
- b. **Gross Misconduct:** Examples include theft, fraud, violence, or serious breaches of health and safety.

1.3 Investigation:

- a. Upon identification of potential misconduct, an investigation will be initiated to gather relevant facts and evidence.
- b. Employees will be informed of the investigation and may be asked to participate in an investigatory meeting.

1.4 Disciplinary Hearing:



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- a. If the investigation concludes that disciplinary action is necessary, a formal disciplinary hearing will be scheduled.
- b. Employees will receive written notice of the hearing, including details of the allegations and **supporting** evidence.
- c. Employees may be accompanied by a colleague or trade union representative.

1.5 Outcomes:

Possible outcomes of the disciplinary hearing include:

- a. No action taken.
- b. Verbal or written warning.
- c. Final written warning.
- d. Dismissal (in cases of gross misconduct).
- e. Other corrective actions, such as training or suspension.

1.6 Right to Appeal:

- a. Employees have the right to appeal against any disciplinary action by submitting a written appeal within 5 working days of receiving the outcome.
- b. An appeal hearing will be conducted by a senior manager not previously involved in the case.

1.7 Confidentiality:

Employees:

- a. Comply with company policies and procedures.
- b. Raise any grievances or concerns promptly and constructively.

Managers:

- a. Address grievances and disciplinary issues promptly and in accordance with these policies.
- b. Ensure all investigations and hearings are conducted fairly and impartially.

4. Policy Review

This grievance and disciplinary policies will be regularly reviewed by the HR Manager and updated as necessary.



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The Managing Director shall review this policy annually or follow significant changes.

A handwritten signature in black ink that reads 'M. Raza' with a horizontal line underneath.

Mohammad Raza

Metropole Guard Security

This policy is reviewed on 10 – 05 – 2026