



# Grievance Policy & Procedure

LOKR Sports Ltd

Last updated: 28 April 2026

## Document Control

**Policy Owner:** Operations Director

**Approval Date:** 08/08/2024 \ **Effective Date:** 08/08/2024 \ **Review Date:** October 2026

**Note:** This policy must be reviewed annually or when significant changes occur to ensure its continued relevance and effectiveness.

- **08/08/2024** (v1.0, Adam Wood) Create formalised Grievance Policy & Procedure
- **10/08/2025** (v1.1, Claire Robinson) Annual Review
- **08/10/2025** (v1.2, Claire Robinson) Updates for LOKR.

## 1. Introduction

The purpose of this policy is to enable employees to seek redress for any grievance or other issue relating to their employment. This procedure is not intended to be used for grievances relating to other formal procedures such as a disciplinary decision or redundancy situation. The appeals procedure contained within these procedures must be utilised in these cases.

## 2. Scope

This Policy applies to all employees working under a contract of employment with LOKR Sports Ltd ("LOKR"), whether full or part-time, permanent or fixed term.

## 3. Policy Statement

3.1 LOKR places responsibility upon all employees and managers to develop a working relationship where:

- Employees are treated first and foremost as people with individual needs and expectations

- Any individual's problems are dealt with promptly and fairly

3.2 Most issues will be discussed and dealt with satisfactorily within the course of normal working relationships where you should be able to discuss your problems and opinions frankly and freely with your Line Manager.

3.3 Where you consider a problem to be of sufficiently serious nature to be termed as a grievance, the grievance procedure provides a framework for dealing promptly and fairly with the matter. In this event you must:

- Be given a fair hearing on any grievance, and
- Have the right to take the issue to higher management where

appropriate, or

- If still not satisfied you have the right to appeal.

3.4 Any grievance must be settled as quickly as is reasonably practicable and as near to its source as possible.

## **4. Policy Procedure**

4.1 The following procedure is designed to achieve the objectives referred to in the above statement in an effective and efficient manner. It should not be used until either the normal workplace communications have been shown to be ineffective or that the problem or issue is inappropriate to be dealt with through the normal communication channels.

4.1.1 If you have a grievance or complaint relating to your work, your working conditions, your pay and benefits, working hours, or treatment at the hands of your fellow workers, or if you are concerned about your health and safety or a breach of your statutory employment rights or any other issue affecting your employment, you should first talk the matter over on an informal basis with your line manager or senior manager. They will discuss your concerns with confidence, make discreet investigations, and attempt to resolve the matter speedily and fairly.

4.1.2 For complaints where bullying and harassment are involved, the procedure set out in LOKR's Anti-Harassment & Bullying Policy should be used.

## **4.2 Raising a Formal Grievance**

4.2.1 Where a grievance cannot be settled informally you should set out your complaint or grievance to your line manager in writing setting out the basis for it.

4.2.2 If this course of action is not suitable, this should be referred to your senior manager or HR Business Partner as appropriate. This would normally be carried out by a written note, but this does not preclude a direct personal approach, particularly if the issue involves a sensitive or personal matter.

4.2.3 Whether the approach is written or oral, it is important that you clearly state that the formal grievance procedure is being utilised and the details of your grievance, including any pertinent dates to help with investigation. A copy of the details of your grievance must be sent to/shared with your HR contact.

## **4.3 Grievance Meeting**

4.3.1 Providing the above procedure is followed, a meeting will be arranged with you as soon as it is reasonably practicable.

4.3.2 Please note that you have the right to be accompanied at that meeting, and at any further such meetings, by a work colleague, employee representative or a Trade Union official of your choice. The meeting may be postponed, at your request, for up to 7 calendar days, if your companion is not available to attend on the date set for the meeting in question.

4.3.3 The responsible manager will carry out an investigation as quickly as possible, always maintaining confidentiality. The person handling the investigation will normally, as far as possible, not relate to the allegation in any way. All employees interviewed during the investigation will be reminded of the need for confidentiality. Investigations will be conducted with sensitivity and with due respect for both your rights and the rights of any individual against whom you have made a complaint.

4.3.4 When the investigation has been completed you will be informed in writing whether your complaint is well-founded. This will usually be within 7 calendar days of your meeting, although longer may be required to ensure a thorough investigation of all issues.

## **4.4 Appeal**

4.4.1 Where you are not satisfied with the result of the formal procedure you may appeal against the decision, in writing, within 7 calendar days of the grievance decision being communicated to you, to the Operations Director.

4.4.2 The appeal must be made in writing and should clearly state the basis on which the appeal is to be made.

4.4.3 Again, a meeting will normally be arranged within 7 calendar days of receipt of the appeal or as soon as is practicable thereafter. You will be invited in writing to attend a meeting where you have the right to be accompanied by a work colleague or employee representative of your choice. The meeting may be postponed by up to 7 calendar days to enable your companion to attend.

4.4.4 The meeting will be chaired by a senior manager or Executive Team Member, nominated by the Operations Director as appropriate. This person will not have been previously involved, directly or indirectly, with the case. The decision will be final and will normally be communicated to you in writing within 7 calendar days.

## **5. Advice and Confidentiality**

Anything dealt with through the grievance procedure will be kept confidential by those attending meetings. If your Line Manager needs to share details of the grievance with others to facilitate action or a decision, your prior consent will be requested.

## **6. Time Limits and Records**

6.1 LOKR will normally reach a decision on whether a grievance is well founded within 30 days of receipt of the formal complaint. Requests for appeal will where possible be dealt with within 15 days. As the complexity of complaints varies greatly LOKR will not always be able to meet these time limits. While it is always highly desirable to resolve all complaints at the earliest possible opportunity, this will not always be possible if the investigation is to be both thorough and fair.

6.2 Records will be made of all investigations and meetings; their outcome and the action taken and will be kept confidential and in accordance with the Data Protection Act 2018.

## **7. Enforcement:**

All employees, contractors, and suppliers are expected to comply with this policy. Non-compliance may result in disciplinary action or termination of contracts, depending on the nature and severity of the breach. Persistent or deliberate breaches may be escalated to the Board for further action. LOKR reserves the right to audit compliance and require corrective measures where deficiencies are identified.

## **8. Review**

All policies are reviewed on an annual basis automatically. Additional specific criteria for review include:

- Changes to local or national policy or service provision or legislation.
- Incidents prompting policy review (e.g., where policy was not followed, or proved inadequate).