

Dockside Personnel Limited

Grievance Policy for Agency Workers

1. Purpose

Dockside Personnel Limited ("the Company") is committed to treating all agency workers fairly, consistently, and with respect. This Grievance Policy provides a clear and transparent process for agency workers to raise concerns, complaints, or grievances relating to their work or treatment while on assignment.

The purpose of this policy is to: - Encourage early and informal resolution of concerns where possible - Provide a fair and structured grievance procedure - Ensure concerns are handled promptly, sensitively, and objectively - Protect agency workers from victimisation for raising genuine concerns

2. Scope

This policy applies to: - All agency workers supplied by Dockside Personnel Limited - Concerns arising during recruitment, placement, or while on assignment - Issues occurring at client sites, warehouses and associated workplaces

This policy does not replace statutory rights or prevent workers from seeking external advice.

3. Matters Covered by This Policy

Grievances may relate to, but are not limited to: - Terms and conditions of engagement - Pay, working hours, or holiday entitlement - Health and safety concerns - Discrimination, harassment, or bullying - Working conditions or treatment by others - Alleged breaches of Company policies

Some issues, such as whistleblowing or safeguarding concerns, may be addressed under separate procedures.

4. Informal Resolution

Where appropriate, agency workers are encouraged to raise concerns informally at an early stage.

This may involve: - Speaking to a Dockside Personnel Limited consultant or manager - Raising the issue with an on-site supervisor or client representative

Many issues can be resolved quickly and effectively through informal discussion.

5. Formal Grievance Procedure

Step 1 – Submitting a Grievance

If informal resolution is not appropriate or has not resolved the issue, the agency worker should submit a formal grievance.

- Grievances should be made in writing where possible
 - The grievance should include relevant details such as dates, times, individuals involved, and the nature of the concern
 - Grievances should be submitted to a Dockside Personnel Limited manager or consultant
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Step 2 – Investigation

- The Company will acknowledge receipt of the grievance
 - An appropriate investigation will be carried out
 - The agency worker may be asked to provide further information
 - Confidentiality will be maintained as far as reasonably possible
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Step 3 – Outcome

- The agency worker will be informed of the outcome in writing
 - Where appropriate, actions will be taken to address the grievance
 - If the grievance relates to a client or third party, the Company will liaise with the client to resolve the issue
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6. Appeals

If an agency worker is dissatisfied with the outcome, they may request a review.

- Appeals should be submitted in writing
 - A different manager will review the grievance where possible
 - The outcome of the appeal will be communicated in writing
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7. Support and Representation

- Agency workers may be accompanied by a colleague or trade union representative where appropriate
 - The Company will provide reasonable support throughout the process
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8. Victimisation

Dockside Personnel Limited will not tolerate victimisation of any agency worker who: - Raises a genuine grievance - Participates in an investigation - Supports another worker raising a concern

Any victimisation will be treated as a serious matter.

9. Confidentiality and Data Protection

- All grievances will be handled sensitively
 - Information will be shared only on a need-to-know basis
 - Personal data will be processed in line with UK GDPR and the Data Protection Act 2018
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10. External Options

This policy does not prevent agency workers from: - Seeking independent advice - Contacting Acas - Exercising statutory rights

11. Policy Review

Approved by: Dockside Personnel Operations Team
Review Date: 31/12/2026
