



# DISCIPLINARY & GRIEVANCE POLICY

## Ignite Temps Limited

### 1. Purpose

Ignite Temps Limited is committed to maintaining high standards of conduct, professionalism, fairness, and respect across all areas of the business.

This policy outlines disciplinary procedures and grievance procedures in accordance with UK employment law and GLAA licensing standards.

### 2. Scope

This policy applies to employees, temporary workers, agency workers, supervisors, managers, and any individual engaged by Ignite Temps Limited across all UK operations.

### 3. Legal and Regulatory Framework

This policy supports compliance with the Employment Rights Act 1996, ACAS Code of Practice, Equality Act 2010, GLAA Licensing Standards, and the Health and Safety at Work Act 1974.

### 4. Company Principles

Ignite Temps Limited will treat all concerns seriously and fairly, conduct reasonable investigations, maintain confidentiality where possible, allow accompaniment at formal meetings, and avoid discrimination or retaliation.

### 5. Standards of Conduct

All workers and employees are expected to behave professionally, follow company procedures, comply with health and safety requirements, maintain honesty and integrity, and treat colleagues and clients respectfully.

### 6. Informal Resolution

Minor issues relating to conduct, attendance, or performance may initially be addressed informally through verbal discussions, coaching, or management guidance.

### 7. Formal Disciplinary Procedure



Where concerns are more serious or informal measures have failed, the formal disciplinary process may be used.

The company may carry out investigations involving interviews, witness statements, and review of records before any disciplinary hearing takes place.

## **8. Disciplinary Outcomes**

Possible outcomes may include verbal warnings, written warnings, final written warnings, dismissal, or termination of assignment depending on the seriousness of the issue.

## **9. Gross Misconduct**

Gross misconduct may result in summary dismissal and includes theft, violence, serious bullying or harassment, bribery, serious breaches of health and safety, exploitation of workers, falsification of records, and discrimination.

## **10. Appeals**

Employees and workers have the right to appeal disciplinary decisions. Appeals should normally be submitted in writing within 5 working days.

## **11. Grievance Procedure**

Workers and employees are encouraged to raise concerns promptly regarding working conditions, bullying, discrimination, pay concerns, assignment issues, or health and safety matters.

Formal grievances should be submitted in writing and will be investigated fairly.

## **12. Protection from Retaliation**

Ignite Temps Limited prohibits retaliation, victimisation, or intimidation against anyone raising genuine concerns or participating in investigations.

## **13. Equality and Fair Treatment**

The company will not discriminate on the grounds of age, disability, race, religion or belief, sex, sexual orientation, pregnancy, gender reassignment, marriage or civil partnership.

## **14. Confidentiality**

Disciplinary and grievance matters will be handled confidentially wherever possible, with information shared only where necessary.



## **15. Record Keeping**

The company will maintain appropriate records relating to investigations, meetings, warnings, outcomes, and appeals in accordance with data protection requirements.

## **16. GLAA and Ethical Labour Standards**

As a GLAA-regulated labour provider, Ignite Temps Limited is committed to ethical treatment of workers, preventing exploitation, fair recruitment practices, and safe working environments.

## **17. Monitoring and Review**

This policy will be reviewed regularly to ensure compliance with UK legislation, ACAS guidance, GLAA licensing standards, and industry best practice.

## **18. Policy Ownership**

Policy Owner: Ignite Temps Limited

Review Frequency: Annually

Approved By: Director, Ignite Temps Limited

Next Review Date: 12 Months from Issue Date