



Temporary Worker Disciplinary/Grievance Procedure

Company Policy No: 44
Company: Direct Healthcare 24 Ltd
Issue No: 10
Revision Date: April 2026
Review Date: April 2027

Temporary Worker Disciplinary/Grievance Procedure

1. Disciplinary Procedure

The company accepts that it is in the interests of good staff relations to ensure that there is a fair and proper disciplinary procedure. If the Operative departs from normally expected standards or violates Company rules, he will be liable to disciplinary action. The Company's disciplinary procedures are as follows:-

- 1.1 No disciplinary action will be taken against the Operative until the case has been fully investigated. The operative will be advised of the nature of the complaint against him and he will be given the opportunity to state his case at a disciplinary interview before any decision is made accompanied, if the Operative so wishes, by a colleague, representative or friend.
- 1.2 The Operative will not be dismissed for the first breach of discipline, except in the case of gross misconduct.
- 1.3 The operative will have the right to appeal against any disciplinary action taken against him, in accordance with clause 2 below.
- 1.4 Minor infringements of expected standards will be dealt with informally, but where the matter is more serious, the following procedure will be adopted.
 - 1.4.1 If conduct or performance does not meet acceptable standards, the Operative will normally be given a formal verbal warning. The Operative will be advised of the reason for the warning, that it is the first stage of the disciplinary procedure and of the right of appeal. A brief note of the warning will be kept but it will be "spent" after six months, subject to satisfactory conduct or performance during that period.
 - 1.4.2 If the offence is a serious one, or if a further offence occurs, a written warning will be given to the Operative by his Line Manager. This will give details of the complaint, the improvement required and the time scale in which the improvement is required to be made. It will warn that a final written warning or disciplinary suspension will be considered if there is not satisfactory improvement and will advise of the right of appeal. A copy of this written warning will be kept by the Operative's Line Manager, but it will be disregarded for disciplinary purposes after 6 months, subject to satisfactory conduct and performance.
 - 1.4.3 If there is still failure to improve and conduct or performance is still unsatisfactory, or if the misconduct is sufficiently serious to warrant only one written warning but insufficiently serious to justify dismissal (in effect both first and final written warning), the Operative will normally be given a final written warning. This will give details of the complaint, will warn that dismissal will result if there is no satisfactory improvement and will advise of the right of appeal. A copy of this final written warning will be kept by the Operative's Line Manager but it will be spent after 6 months (in exceptional cases this period may be longer) subject to satisfactory conduct and performance.
 - 1.4.4 If conduct is still unsatisfactory and the Operative still fails to reach the prescribed standards, dismissal will normally result. Only a Director of the Company can take the action to dismiss. The Operative will be provided, as soon as reasonably practicable, with written reasons for dismissal, the date on which the Operative's employment will terminate and details of the right of appeal.
- 1.5 The company may, in its absolute discretion, suspend the Operative on full pay at any time for up to eight weeks, in lieu of terminating employment, should it wish to investigate a suspected breach of duty, misconduct, inefficiency or incompetence on the part of the Operative.

2. Grievance Procedure

- 2.1 In the event of the Operative having any grievance relating to the terms of his employment, he may seek redress by applying in writing to a Director of the Company, who will investigate such grievance and inform the operative of his decision within 7 days. Thereafter, the Operative may appeal to the Managing Director of the Company, whose decision will be final and binding

Signed:

A handwritten signature in black ink, appearing to be 'CC' followed by a stylized 'e'.

Date: April 2026

Chris Coyle, Director