

Policy Statement

At TruComfort Homecare we understand that maintaining high standards of professionalism, conduct and care is vital. When challenges arise, our approach to discipline is designed to be fair, consistent and constructive focused on resolving problems and supporting improvement, rather than punishment.

This policy outlines the process of managing both disciplinary concerns and employee grievances. It applies to all staff and reflects our commitment to equal treatment and non discrimination at work in every aspect of work.

Core Principles

We aim to:

- Address issues promptly, consistently and impartially.
- Encourage open communication to resolve concerns early.
- Treat all staff fairly regardless of background, protected characteristics, or role.
- Support staff development and continuous improvement through corrective actions where needed.
- Ensure staff understand the standards of behaviour, attendance, and performance expected.

Equality Commitment

TruComfort is committed to promoting a workplace free from discrimination. We do not tolerate harassment or victimisation based on race, religion, sex, gender reassignment, age, disability, marital status, sexual orientation or any other concerned protected ground. We investigate all concerns and provide support where needed including reasonable adjustments for staff with disabilities.

Types of Misconduct

Gross Misconduct (may lead to summary dismissal):

Examples include but are not limited to:

- Theft or fraud
- Physical assault or serious threats
- Harassment, discrimination or abuse
- Being under the influence of drugs or alcohol at employment
- Serious breaches of confidentiality or health & safety
- Deliberate damage to property
- Refusing reasonable management instructions

- Bringing the company into disrepute
- Failure to report safeguarding concerns

Serious Misconduct (which may lead to final written warning):

Examples include:

- Leaving work without permission of the line manager
- Defacing/damaging signage or property
- Repeated breaches of procedures
- Neglect of duties

Misconduct (may lead to verbal or written warning):

Examples include:

- Poor timekeeping/attendance
- Minor procedural errors
- Inappropriate language or tone

Disciplinary Procedure

Step 1: Investigation and Notification

- You'll receive written details of the concerns.
- A hearing will be arranged with at least 24 hours' notice.
- You've the right to be accompanied by a colleague or trade union representative.

Step 2: Disciplinary Hearing

- You'll be given the chance to respond and provide evidence.
- Decisions will be based on probability and available facts.
- Outcomes will be confirmed in writing, with your right to appeal.

Stages of Disciplinary Action

1. **Verbal Warning** (retained for 6 months)
2. **Written Warning** (retained for 12 months)
3. **Final Written Warning** (retained for 12 months)
4. **Dismissal** (with or without notice depending on severity)

Other outcomes may include demotion, loss of pay, or formal training.

Suspension

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If allegations require investigation, a staff member may be suspended on full pay. This is a neutral step, not a disciplinary penalty.

Appeals

You can appeal any disciplinary decision within **7 days** by writing to the named person in your outcome letter. You'll have the right to be accompanied at the appeal hearing, and the decision will be confirmed in writing and considered final.

Grievance Procedure

We encourage open and clear communication. If you've concerns:

Informal Resolution:

- Speak with your line manager. If the issue concerns them approach the General Manager.

Formal Stage:

- Submit your grievance in writing within **14 days**.
- A hearing will be held within **7 days**, and outcomes provided in writing.
- You may be accompanied at the meeting.

Appeal Stage:

- If dissatisfied, submit a written appeal within **7 days** of the outcome.
- An appeal meeting will be held, and the final decision communicated in writing.

Training

This policy is included in staff induction and ongoing training to ensure all employees understand their rights, responsibilities, and the standards expected at TruComfort Homecare.