Discipline and Grievance Policy

We handle disciplinary matters fairly and consistently, and every employee has a clear route to raise a grievance and receive an answer.

Discipline

- Workplace rules are explained to every employee at induction.
- When a breach of the rules is reported, the line manager records the facts in a written incident report on the same day, with witness statements where relevant.
- The employee is always given the opportunity to give a written statement of defence before any decision is made.
- Depending on the seriousness and the employee's record, the outcome may be no action, guidance or a change of duties, a written warning, or, in serious cases and in accordance with Turkish Labour Law No. 4857, termination of employment.
- Warnings and terminations require the approval of senior management. The process is normally completed within six working days, and all records are kept on the employee's personnel file.

Grievances

- Any employee can raise a concern about their work, working conditions, treatment by colleagues or managers, health and safety or any other matter.
- Grievances are raised first with the line manager, verbally or in writing. If the matter concerns the line manager, or is not resolved, the employee can go directly to the General Manager.
- Every grievance is recorded and receives an answer, normally within five working days.
- Grievances are handled confidentially, and no employee will be disadvantaged for raising a grievance in good faith.

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