

Aisha Patel

Date: 14 July 2026
Our Reference: GOL/135294C4
Document Type: Letter

Dear Ms Patel,

I am writing to provide you with the outcome of the recent grievance you raised on 4 March 2026 in accordance with the GraniteWay Grievance Procedure (draft v2, January 2026). This letter sets out the context, findings, and next steps following the grievance meeting held on 25 March 2026.

You raised concerns about repeated curt language from your foreman and a perception of unfairness in the allocation of overtime between February and March 2026 within the Leeds site project team, which includes yourself, the foreman, and apprentices.

You reported feeling excluded from the overtime rota on specific dates in February, and requested a written outcome addressing the foreman's behaviour, a revised overtime allocation process, and informal manager coaching.

An informal discussion was previously held with the project manager on 12 February 2026, but no formal adjustments were made.

Management noted that overtime allocations were based on task requirements, reflecting pressures to meet deadlines and shift patterns.

Supporting documents considered in the review include the overtime rota for January to March 2026, timesheets, minutes from toolbox meetings, and witness notes, including statements from apprentice Jamie Clarke and project manager observations.



LETTER DETAILS

Employee
Aisha Patel

Role
HR Advisor

Case type
Grievance Procedure

Reference
HRA-135294C4



KEY DATES

Completed
14 July 2026

First review
25 March 2026

Owner
Harriet Lowe

Evidence Log

Evidence Item	Source	Date	Relevance	Reviewed By
Rota Jan–Mar 2026, timesheets, toolbox talk minutes, witness notes.	Employer HR record	14 July 2026	Supports the HR action record	Harriet Lowe

Following an initial review and the grievance meeting attended by yourself, the foreman, Operations Manager Harriet Lowe, HR Advisor Aisha Patel, and a witness apprentice, the investigation found inconsistent practices in overtime allocation, though there was no conclusive evidence of repeated bullying behaviour by the foreman.

It is recognised that operational pressures contributed to scheduling decisions, and any interpersonal concerns require attention to foster a supportive environment.

Accordingly, we formally acknowledge your grievance and will implement a review of the overtime allocation process for the Leeds site project team to ensure clarity and fairness going forward.

In addition, the foreman will participate in a coaching session focused on management and communication skills to improve team relations.

You will continue to be supported through this process with access to our Employee Assistance Programme and the option to reduce immediate shift allocations if preferred.

Occupational health support is available should you wish to explore this further.

To ensure a thorough resolution, the following actions are planned:

- Completion of outstanding witness interviews by 10 April 2026.
- A detailed review of rota calculations to confirm fairness and accuracy.
- Delivery of a coaching session for the foreman by 20 April 2026.

A follow-up review will take place on 15 April 2026 to assess progress and any ongoing concerns.

If you remain dissatisfied with this outcome, you have the right to appeal to the Director within 10 working days of receiving this letter.

Should you choose to appeal, HR will coordinate an independent review and provide guidance on the process.

Please maintain confidentiality regarding this matter to protect the privacy of all involved.

Harriet Lowe

Operations Manager

Yours sincerely,

For and on behalf of HRHeaven

