

TSW Electrical Services – Grievance Procedure

At TSW Electrical Services, we encourage all staff to raise concerns professionally and through the correct channels. This ensures issues are dealt with quickly, fairly, and by the appropriate person.

Please read and follow the steps below for any site, office, or operational issues you wish to raise.

1. Site-Related Issues (Operatives & Engineers)

If your concern is related to **on-site work, conduct, materials, management, or job processes**, please raise it directly with one of our Project Managers:

- **Andy Davis** – andydavis@tswgroup.uk
- **Gary Coleman** – garycoleman@tswgroup.uk
- **Ryan Newton** – ryannewton@tswgroup.uk

The Project Manager will review and address your concern. If required, they will escalate the issue to the Directors.

2. Office / Admin-Related Issues

If your concern relates to **admin processes, office communication, HR, or paperwork**, please raise it with:

- **Sue Porter** – via normal office communication channels.

Sue will review the issue and address it appropriately, or escalate it further if required.

3. How to Raise an Issue

Please raise your concern using one of the following:

- **Email** (preferred for clarity and record keeping)

- **Phone call**
- **Message** (during normal working hours)

All staff are expected to communicate respectfully and professionally when raising issues.

4. Escalation Route to Directors

If:

- Your concern is with the Project Managers or Admin team, **or**
- you have used the correct channels but feel the issue is **not being addressed**,

then you may escalate it directly to the Directors:

- **Tom Sellers** – tomsellers@tswgroup.uk
- **Sam Walker** – samwalker@tswgroup.uk

Please include clear details of the issue and the steps already taken.

5. Reminder to Staff – Use the Correct Channels

All staff must follow this procedure and use the correct communication route for their concern.

This ensures issues are dealt with professionally, efficiently, and by the right person.