MARICE RECRUITMENT AGENCY LTD
EMPOWERING CARE, SUPPORTING OPERATIONS, ENSURING EXCELLENCE.

Employee Conduct and Disciplinary Policy

Policy Control Information

Item	Details
Policy Title	Employee Conduct and Disciplinary Policy
Policy Reference	MRA-POL-012
Policy Owner	MRA Ltd
Designated Safeguarding Lead	HR
Version	0.2
Approved By	Managing Director
Issue Date	25/11/2026
Review Date	Annually, and after any change in the law, a serious incident or an audit finding

1. Policy Statement

Marice Recruitment Agency Ltd ("the company") expects high standards of behaviour from its staff and workers, because clients and the people they serve rely on them. Where standards are not met, the company deals with it fairly, consistently and promptly.

This policy is based on:

- Employment Rights Act 1996
- Employment Relations Act 1999, section 10 (right to be accompanied)
- ACAS Code of Practice on Disciplinary and Grievance Procedures
- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006

2. Purpose

To set out the standards of conduct expected and a fair process for dealing with any failure to meet them.

3. Scope

Sections 4, 5 and 7 apply to everyone: internal staff and the workers the company supplies. The procedure in section 6 applies to the company's employees. For agency workers who are not employees, concerns about conduct on assignment are handled under their terms of engagement, using the same principles of fairness: the worker is told about the concern, hears the evidence and has the chance to respond before any decision is made.

4. Standards of Conduct

Everyone must:

- Treat clients, colleagues and the people they support with respect and dignity
- Arrive on time, fit for work and correctly dressed, with any required identification
- Follow the client's site rules, safety procedures and reasonable instructions
- Complete timesheets honestly and accurately
- Keep information confidential, in line with MRA-POL-010
- Report safeguarding concerns, accidents and incidents straight away
- Tell the company at once about any caution, conviction, investigation or change in right to work
- Follow the company's policies, including those on equality, bribery and conflicts of interest

5. Misconduct and Gross Misconduct

Misconduct includes lateness, unauthorised absence, not following reasonable instructions, poor attitude, and minor breaches of policy.

Gross misconduct is serious enough to justify dismissal or the end of an engagement without notice. It includes:

- Abuse, neglect or ill-treatment of anyone
- Theft, fraud, or falsifying timesheets or records
- Working under the influence of alcohol or illegal drugs
- Violence, threats, bullying or harassment, including sexual harassment
- Discrimination
- Serious breach of health and safety rules
- Serious breach of confidentiality or data protection
- Offering or accepting a bribe
- Giving false information to obtain work, including false documents

These lists are examples and are not complete.

6. Disciplinary Procedure for Employees

1. **Investigation:** a manager who is not involved gathers the facts. The employee may be suspended on full pay while this happens. Suspension is not a punishment.
2. **Invitation:** the employee is told in writing what the concern is, given copies of the evidence, and invited to a meeting with enough notice to prepare.

3. **Meeting:** the employee can explain their side and may bring a colleague or trade union representative.
4. **Decision:** the outcome is confirmed in writing. It may be no action, a first written warning, a final written warning or dismissal.
5. **Appeal:** the employee can appeal in writing within 5 working days. The appeal is heard by a more senior manager who was not involved, where possible.

Warnings stay on file for a set period: 6 months for a first written warning and 12 months for a final written warning, unless the conduct is repeated.

7. Safeguarding and Regulatory Reporting

Where conduct involves harm or risk of harm to an adult at risk or a child, the Safeguarding Adults and Child Protection Policy (MRA-POL-006) is followed first. The company refers people to the Disclosure and Barring Service, and Registered Nurses or Registered Mental Health Nurses to the Nursing and Midwifery Council, where the law requires.

8. Record Keeping

Records of investigations, meetings and outcomes are kept securely on the person's file and handled under the Data Protection and Confidentiality Policy (MRA-POL-010).

9. Governance and Oversight

The HR Manager owns this policy and makes sure it is applied consistently. The Managing Director has overall accountability and hears final appeals where needed.

10. Review

This policy is reviewed every year, and after any change in employment law or the ACAS Code.