

# Snap Care Policies & Procedures



## Snap Care Disciplinary Procedure

### Purpose

Snap Care Limited is committed to promoting high standards of conduct, performance, and professionalism across its workforce. This Disciplinary Procedure provides a fair, clear, and consistent approach to addressing issues of misconduct, poor performance, or breaches of company policies. It is designed to support improvement, safeguard service users, and ensure compliance with our legal and regulatory obligations.

### Policy Summary:

This procedure sets out the stages Snap Care will follow when disciplinary action becomes necessary. It applies to all employees and covers misconduct, gross misconduct, and capability concerns. The process ensures that staff are treated fairly, are informed of concerns against them, and are given an opportunity to respond and appeal any decisions made.

### Policy

This procedure applies to all employees of Snap Care Limited, including part-time, full-time, temporary, and agency staff.

### Core Principles

- To ensure fairness, transparency, and consistency in handling disciplinary matters
- To follow a structured process based on the ACAS Code of Practice
- To act promptly and proportionately
- To give employees the right to be heard and the right to appeal
- To protect the safety and wellbeing of service users and the integrity of the organisation

### Informal Resolution

Minor issues will be addressed informally through supervision or discussion. These are not part of the formal disciplinary process, but may be recorded and monitored. If informal efforts do not resolve the issue, the formal procedure will be used.

**If you have any questions about this policy, please contact us on  
020 7729 2200 or email [info@snapcare.co.uk](mailto:info@snapcare.co.uk)**

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## Formal Disciplinary Procedure

### 1. Investigation

- A manager will conduct a fair and objective investigation into the alleged misconduct or performance issue.
- The employee may be invited to an investigatory meeting.
- Suspension on full pay may be considered where the allegation is serious, but it is not a disciplinary penalty.

### 2. Notification of Disciplinary Hearing

If the investigation finds there is a case to answer:

- The employee will be invited in writing to a disciplinary hearing.
- The letter will outline:
  - The alleged misconduct or concern
  - Supporting evidence
  - The date, time, and location of the hearing
  - The right to be accompanied by a colleague or union representative

### 3. The Disciplinary Hearing

- The hearing will be chaired by a manager who was not involved in the investigation.
- The employee can state their case, respond to the allegations, and present evidence or witnesses.
- A note-taker will be present to record the proceedings.

### 4. Disciplinary Outcomes

Following the hearing, one of the following decisions will be made:

- **No action**
- **Verbal/written advice or guidance**
- **First written warning** – valid for 6 to 12 months
- **Final written warning** – valid for 12 to 18 months
- **Dismissal with notice**
- **Summary dismissal (gross misconduct)** – dismissal without notice or pay in lieu

### Examples of Misconduct

- Poor timekeeping
- Failure to follow procedures
- Misuse of company equipment or property
- Inappropriate behaviour towards colleagues or service users

### Examples of Gross Misconduct

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- Abuse or neglect of a service user
- Theft or fraud
- Serious breach of confidentiality or data protection
- Physical violence or threats
- Attending work under the influence of drugs or alcohol
- Wilful damage to company property

## Right to Appeal

Employees have the right to appeal any formal disciplinary action. Appeals must be:

- Made in writing within **5 working days** of receiving the outcome
- Based on clear grounds (e.g., new evidence, unfair process, disproportionate decision)

An appeal hearing will be held and chaired by a senior manager not involved in the original decision. The outcome of the appeal will be final.

## Record Keeping and Confidentiality

- All disciplinary records will be stored securely and handled confidentially.
- Records will be retained in line with Snap Care's data protection policy.
- Disciplinary information will only be shared with those who need to know.

## Support and Representation

- Employees may be accompanied by a trade union representative or a work colleague during any formal meetings.
- Reasonable adjustments will be made for staff with disabilities.
- All stages of the process will be handled with fairness, dignity, and respect.

## Monitoring and Review

This procedure will be reviewed annually or in response to changes in employment law or company practices.

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This policy applies to the following people in our organisation	All employed staff members: <ul style="list-style-type: none"><li>• Senior team</li><li>• Care workers</li></ul>
Policy Date	28/03/2025
Due for Review	28/03/2025
Who has or can give authority to change policy	Registered Manager
Where is this policy kept	On the company's shared drive and the company's website

Date	Reviewer	Version	Date for Next Review

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