
GRIEVANCE POLICY

Policy Owner – Director of HR

Document History

Issue	Date	Amendment Comment
Issue 1	01/10/2004	General Issue
Draft	01/10/2017	Amended, submitted for approval
Issue 2	01/05/2018	General Issue
Issue 3	16/02/2022	Update to incorporate home working

Document Authorisation

Description	Name	Position	Sign
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Policy aims and objectives

We believe that the sooner any concerns or complaints are raised the better for everyone involved, to prevent the situation escalating. We encourage you to raise any concerns or grievances you have as quickly as possible with your line manager in an informal setting. However, if the matter concerns your line manager, you can raise it with their line manager or HR, who will try to help resolve the matter.

Managers and colleagues should operate an open policy for communication and consultation, problems and concerns. This enables problems and concerns to be raised and settled as a matter of course in everyday working relationships.

How deal with an informal grievance

Dealing with a complaint informally, if possible, means taking steps to resolve the complaint without using the formal stages of the grievance procedure.

There are a few steps that can be taken to seek an informal resolution. These include:

- A quiet word
 - Let the other person know what your complaint or concern is and give the other person an opportunity to respond and seek understanding, a compromise or a mutually agreed resolution
- A team meeting
 - You or your manager can raise the matter at a team meeting if multiple people are affected so that the problem or concern can be openly discussed in a supported format
- Mediation
 - A third-party mediator can be involved to aid a discussion, ensure that all parties listen and communicate professionally. A mediator can help all parties reach a resolution.

It is important to keep a note of the outcome or further steps so that everyone remains accountable to the agreed outcome and can be referred to should either party not act in accordance with the agreement.

We recognise that it may not be possible or appropriate to resolve every concern informally. Where this is the case, you should use the formal grievance procedure set out below.

Formal grievance procedure

The purpose of the grievance procedure is to ensure that you have an opportunity to raise formally with management any grievances relating to your job or complaints regarding the company or any of its employees. Our aim is to ensure that your grievance or complaint is dealt with promptly and fairly by the appropriate level of management.

This procedure only applies whilst you are employed by the company. If you leave our employment and then raise a grievance, we will consider your grievance but would not normally follow the full procedure.

It is essential to the proper working of this procedure that whenever possible you continue to work normally whilst the procedure is being followed.

If your grievance relates to a disciplinary decision that has been taken against you, you should use the disciplinary appeals procedure.

If your complaint or grievance relates to your immediate manager, this procedure can be commenced by approaching HR directly.

If you are part of a group of employees that wishes to raise a grievance, we suggest that you ask an appropriate representative to raise the grievance on behalf of the group.

Each stage of this procedure will be carried out without unreasonable delay.

We keep records of any action taken under this grievance procedure for as long as necessary as defined under GDPR Regulations. Wherever possible these will be treated as confidential.

If you have difficulty at any stage of the grievance procedure because of a disability, you should discuss the situation with HR as soon as possible.

Right to be accompanied

In any formal meetings under the procedure you have a statutory right to make a reasonable request to be accompanied by a fellow worker or trade union official of your choice.

A companion is allowed reasonable time off from their duties without loss of pay, but nobody is obliged to act as a companion if they do not wish to do so. If your chosen companion is unavailable at the time a meeting is scheduled and will not be available for more than five working days afterwards, we may request that you choose an alternative companion.

Your companion may address the meeting to put your case, sum up your case or respond on your behalf to any view expressed at the meeting. He or she may confer with you during the meeting but does not have the right to answer questions on your behalf or prevent anyone from making their contribution to the meeting.

If your companion is a home worker they may be requested to attend an in-person meeting or attend via video conferencing, however this is at the discretion of the meeting chair.

Stage 1

If you wish to raise a formal grievance you should, in the first instance, raise it in writing with your immediate manager. Your letter should explain the nature of your grievance.

You will be invited to a meeting to consider the matter and to discuss any suggestions you have for how it may be resolved.

The meeting will normally be held within five working days of the formal grievance being raised. The manager will then normally respond in writing to the grievance within five working days of the meeting.

If you raise a grievance when you are no longer employed by the Company, we may, with your consent conduct a modified grievance procedure, where the grievance is investigated without the need for a hearing.

In some circumstances we may need to investigate your complaint. If the investigation is likely to take longer than five days, we will confirm that to you.

The manager will inform you in writing of your right to raise your grievance at Stage 2, if you are dissatisfied with the outcome of Stage 1.

Stage 2 Appeal

If the matter is not resolved at Stage 1, you may refer it in writing within five further working days to the HR Department. In your letter you should set out the grounds for your complaint and the reasons why you are dissatisfied with the Stage 1 response.

The grounds of appeal cannot just be that you disagree with the outcome. There needs to be a substantial reason for the appeal such as:

- New evidence has come to light
- Evidence was missed or not given adequate consideration
- There was a failure to follow procedure
- There was a clear misunderstanding of the evidence presented

You will be invited to a meeting to consider the matter and to discuss any suggestions you have for how it may be resolved.

The meeting will normally be held within five working days of the letter being received. In some circumstances we may need to investigate your complaint. If the investigation is likely to take longer than five days, we will confirm that to you.

Wherever possible, your appeal will be heard by someone more senior than the person who heard your original grievance. If this is not practicable, the appeal will be heard by another manager who has not previously been involved in the matter.

His or her decision is the final stage of the procedure.

Status of this policy

This policy does not give contractual rights to individual employees. The company reserves the right to alter any of its terms at any time although we will notify you of any changes.