

Purpose and Scope

The purpose of this procedure is to provide a clear and structured process for employees to raise concerns, problems or complaints relating to their employment. This includes, but is not limited to, matter concerning working conditions, terms and conditions of employment, relationships at work or perceived unfair treatment.

The organisation is committed to ensuring that all grievances are handles fairly, consistently, and without unreasonable delay, with the aim of achieving a satisfactory resolution wherever possible.

Informal Resolution

Employees are encouraged in the first instance, to raise any concerns informally with their immediate line manager. Many issues can be resolved quickly and effectively through open and constructive discussion.

Where the grievance relates to the employee's immediate manager, or where the employee feels unable to approach them, the matter should be raised with a more senior manager or an appropriate alternative contact.

Managers should make reasonable efforts to address concerns promptly and sensitively at this stage.

Formal Grievance submission.

Where a matter cannot be resolved informally, or where the employee considers the issue to be sufficiently serious, a formal grievance can be submitted.

The grievance must be made in writing and submitted without unreasonable delay to a manager who is not the subject of the complaint. The written grievance should include:

- A clear description of the issue or concern
- Relevant facts, dates, and any supporting evidence.
- Details of the steps already taken to resolve the matter
- The outcome of the resolution sought.

Acknowledgement and Investigation

Upon receipt of a formal grievance, the company will acknowledge it in writing and arrange for an appropriate manager to handle to the matter.

A reasonable investigation may be undertaken where necessary. This may involve gathering evidence, reviewing relevant documents, and interviewing witnesses. All parties are expected to cooperate fully with any investigation.

Involvement of Other Parties

Where a grievance involves or relates to other employees or third parties, the organisation withholds the right to involve those individuals as part of the investigation process. This may include:

- Informing the relevant individual(s) of the nature of the allegations, where appropriate
- Inviting them to provide their account of events
- Holding investigatory meetings with those parties.

All individuals involved will be expected to cooperate fully. The organisation will ensure that any such involvements will be handled sensitively, fairly, and in accordance with confidentiality obligations. In some circumstances, it may be necessary to take interim measures (For example, temporary changes to working arrangements) whilst the investigation is ongoing.

Grievance Meeting

The employee will be invited in writing to attend a formal grievance meeting. The invitations will include the details of the time, date and location of the meeting.

The employee has the right to be accompanied by a work colleague, trade union representative or other representative of their choice.

At the meeting:

- The employee will be given the opportunity to explain their grievance in full
- The manager will ask questions to clarify the issues raised
- Any supporting evidence will be considered.

Where further investigation is required, the meeting may be adjourned and reconvened at a later date.

Decision and outcome.

Following the meeting and any necessary investigation, a decision will be made regarding the grievance. The outcome will be communicated to the employee in writing without unreasonable delay and will include:

- A summary of the findings
- The decision raised
- The actions that the organisation intends to take
- The reasons for the decision.

Right of Appeal

If the employee is dissatisfied with the outcome, they have the right to appeal. The appeal must be submitted in writing within 7 calendar days, stating the grounds for appeal.

An appeal hearing will be arranged, and wherever practical, it will be conducted by a manager who has not previously been involved in the matter and who is more senior than the original decision maker.

The employee has the right to be accompanied at the appeal hearing.

Appeal outcome

Following the appeal outcome, the organisation will communicate its final decision in writing without unreasonable delay. This decision will be final

Further notes

1. All grievances will be handled with appropriate confidentiality. Information will only be shared with those who need to be involved in order to investigate and resolve the matter.
2. Employees who raise grievances in good faith will not be subjected to any form of detriment or victimisation as a result. Any such behaviour will result in disciplinary action.
3. Records of grievances, including correspondence, meeting notes, and outcomes, will be retained in accordance with data protection requirements.