

Grievance Procedure

Purpose

Our policy is to encourage employees with grievances relating to their employment to use the procedure below to seek satisfactory solutions. We will try to resolve grievances as quickly as possible to the satisfaction of the individual(s) concerned. Where this is not possible, every effort will be made to explain the reasons for the decision.

If you are not satisfied with the outcome, you have the right to pursue your grievance to the next stage. It is hoped that most grievances will be resolved during the informal discussion. You will be treated fairly throughout the process.

Procedure

Informal stage

If you have a grievance about your employment you should discuss it informally with your immediate manager. The manager will give a response within five working days. See below for exceptions to this procedure.

Formal stages

Stage 1

If you feel that the matter has not been resolved satisfactorily through informal discussions you must put your grievance in writing to your immediate manager outlining the nature of your grievance and the outcome you are looking for.

You will receive a reply within five working days and a meeting will be arranged. Prior to the meeting we may carry out initial investigations so that we can properly deal with your grievance. You, the relevant witnesses and the manager will attend meetings. You may choose to be accompanied by a colleague or trade union official. The manager will give a response within five working days of the meeting and will inform you of the appeals procedure.

Stage 2

If you are not satisfied with the manager's response, you may appeal in writing to the relevant senior manager. A meeting will be arranged, constituted as in Stage 1, except that the senior manager will replace the manager. The senior manager will give a written response within five working days of the meeting. The decision of the senior manager will be final.

Investigations

We are committed to ensure that all grievances are investigated fully. This may involve carrying out interviews with yourself and third parties such as witnesses, colleagues and managers, as well as analysing written records and information. The identity of witnesses will be kept confidential where necessary.

Notes

1. You may raise a complaint directly with a senior manager if it:
 - concerns your immediate manager
 - is of too personal or sensitive a nature to raise with your immediate manager.
2. Complaints concerning discrimination, bullying or harassment by your immediate manager may be raised directly with a senior manager. This may be done informally or formally, i.e. at Stage 1 of the procedure.

Note: There is a separate procedure for complaints concerning discrimination, bullying or harassment.

3. If your complaint concerns an alleged wrongdoing or criminal offence by someone within the organisation, you should raise it immediately with a director. See the Whistle-blowing Policy for details of the additional protection available for protected disclosures.
4. You will be given the opportunity to explain your grievance, how you think it should be resolved, and have the opportunity to respond to all information and evidence produced by the organisation.
5. The grievance procedure should not be used for appeals against disciplinary decisions, as that is the purpose of the disciplinary appeals procedure. If, however, you have a complaint against the behaviour of a manager during a disciplinary case, you may raise it as a grievance with a senior manager. The disciplinary procedure may be suspended for a short period if necessary until the grievance can be considered.
6. Employees are encouraged to raise grievances and will not suffer any detriment from doing so. If your grievance is found to be malicious or to have been made in bad faith, you will be subject to the organisation's disciplinary procedure.
7. A second management representative from another function may be invited to attend formal grievance meetings to act as a witness and note-taker.
8. The timescales listed above will be adhered to wherever possible. Where there are good reasons, e.g. the need for further investigation or the lack of availability of

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witnesses or companions, each party can request that the other agrees to an extension of the permitted timescale.

9. The organisation reserves the right to seek assistance from external facilitators at any stage in the grievance procedure.
10. You will be able to request mediation by an independent third party if this is agreeable to the organisation. Then the grievance process will be suspended whilst mediation is ongoing.
11. If you experience difficulty at any stage of the grievance procedure (e.g. for a reason related to a disability or because English is not your first language), you should discuss the situation with the manager conducting the process as soon as possible.
12. This procedure is for guidance only and does not form part of the employees' contractual rights. The contents may be subject to revision from time to time.

Policy Issue Date	Director Signature
17 th April 2025	