

Grievance Policy

This Grievance Policy enables us to ensure that any problems, complaints or concerns raised by any of our employees are dealt with in a fair, timely and consistent manner.

The Grievance Policy does not form part of your Contract of Employment.

You should use this policy if you have a grievance or complaint regarding any of the following:

- Your work, working conditions, pay and benefits, working hours; or
- Discrimination against you on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin; or
- Treatment by colleagues including harassment and bullying; or
- Your health and safety; or
- A breach of statutory employment rights; or
- Any other issue affecting your employment.

Any complaints in respect of disciplinary action taken by us should be dealt with as an appeal under the Disciplinary Policy.

Informal Grievance Procedure

You should, wherever possible, discuss any grievance or complaint you may have with your immediate line manager on an informal basis in the first instance. Your manager will discuss any concerns with you and attempt to resolve the matter informally within a reasonable timescale. Where it is not possible for you to talk to your immediate manager, or if the grievance concerns your immediate manager, you should instead talk to a senior manager or a representative from HR.

Where the informal procedure is used, both parties should keep a written record of what was discussed and any proposed action.

In the event that your complaint or grievance has not been resolved or cannot be settled informally, the matter should be dealt with according to the formal grievance procedure.

Formal Grievance Procedure

Grievance Letter

You should set out your complaint or grievance in writing clearly detailing the nature of your grievance and how you think your grievance can be resolved. You should include any supporting documentation (if appropriate). You should send your Grievance Letter to The HR Officer without unreasonable delay.

Where it is The HR Officer who is the subject of your grievance, or they have already dealt with your grievance at the informal stage, you should instead send your Grievance Letter to another manager of equal or greater seniority, wherever possible.

Grievance Meeting

Upon receiving your written Grievance Letter, the Grievance Hearer will arrange for a formal Grievance Meeting to be held in order to discuss your grievance. The Grievance Meeting will be held without unreasonable delay after your Grievance Letter is received.

The Grievance Meeting should not take place if the Grievance Hearer has not had a reasonable opportunity to consider the information contained within your Grievance Letter.

Before the Grievance Meeting, the Grievance Hearer should carry out any appropriate initial investigation of the facts of your grievance case. Any requests for anonymity and confidentiality should be taken seriously.

You may be accompanied at the Grievance Meeting by a fellow work colleague or a suitably certified trade union representative. Your representative may contribute to the meeting by addressing the meeting to put or sum up your case, as well as confer with you, however they may not answer questions on your behalf; address the meeting if you do not wish them to; or prevent us from discussing the case.

We reserve the right to refuse to accept your chosen representative if we feel their presence may undermine the grievance process.

You and your representative should make every effort to attend the Grievance Meeting. If you fail to attend without a reasonable explanation or you appear to be making insufficient efforts to attend the Grievance Meeting, then the Grievance Meeting may proceed in your absence.

During the Grievance Meeting you will be given an opportunity to explain your grievance to the Grievance Hearer. You should also explain how you think your grievance can be resolved.

The Grievance meeting should be adjourned for the Grievance Hearer to consider your case.

If further investigation of your case is required, the Grievance Meeting will be adjourned to a later date before a decision is taken about how to deal with your grievance is made.

Outcome Letter

Without unreasonable delay, following your Grievance Meeting and any necessary follow-up investigation, your Grievance Hearer will set out in writing to you the outcome decision of your grievance case, and any recommended follow-up action to be taken in order to resolve your grievance (where appropriate). Your Grievance Hearer may also invite you to a grievance outcome meeting.

The Outcome Letter will inform you of your right to appeal if you are not satisfied with the decision.

Any follow-up action taken shall be monitored and reviewed, as appropriate, to ensure it effectively deals with the issue.

Grievance Appeal

If you feel that your grievance has not been satisfactorily resolved you have the right to appeal.

You should set out your Grievance Appeal in writing clearly outlining your grounds of appeal and reasons for your appeal, and include any supporting documentation (if appropriate).

You should send your Grievance Appeal Letter to your Grievance Hearer within 7 calendar days of receipt of your Grievance Outcome Letter.

Your Grievance Appeal will wherever possible, be heard by a manager who has not previously been involved in your case and is ideally of greater seniority, wherever possible, to the original Grievance Hearer.

The Grievance Appeal Hearer will arrange a Grievance Appeal Meeting with you to discuss your appeal within a reasonable time of receiving your Grievance Appeal Letter and will confirm the arrangements in writing to you in advance of the Grievance Appeal Meeting.

The Grievance Appeal Meeting is not a re-hearing of your original grievance but a consideration of the specific areas of your dissatisfaction in relation to your original grievance.

You may be accompanied at the Grievance Appeal Meeting by a fellow work colleague or a suitably certified trade union representative. Your representative may contribute to the Grievance Appeal Meeting by addressing the meeting to put or sum up your appeal case, as well as confer with you, however they may not answer questions on your behalf; address the meeting if you do not wish them to; or prevent us from discussing your appeal.

The outcome of your Grievance Appeal Meeting shall be communicated to you in writing without unreasonable delay.

Decisions made at this point are final and the grievance procedure is concluded, you have no further right of appeal.

Confidentiality

Grievances will be handled with as high a degree of confidentiality as is practicable.

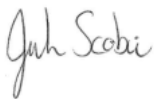
Confidential records of your grievance will be kept in your personnel file in accordance with appropriate GDPR.

Copies of meeting notes will be provided to you, although we reserve the right to withhold or redact certain information (e.g., To protect a witness).

Overlapping policies

Where a grievance is raised during the disciplinary process, the disciplinary process may be suspended, if appropriate, so that your grievance can be dealt with first.

Where a grievance is raised during the disciplinary process and it is of similar subject or connected to matters of the disciplinary case, we reserve the right to hear your grievance as your response/mitigation to the disciplinary allegations against you.

A handwritten signature in black ink that reads 'Julie Scobie'.

Julie Scobie
Financial Director
23rd August 2024