

Grievance Policy & Procedure

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Authorising Officer:

Oliver Traylor, Managing Director



Signature:

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Grievance Policy

POLICY STATEMENT

A grievance is deemed to be a concern, complaint or problem that you may have with an aspect of your employment. It is always preferable to try and resolve any grievances informally and attempts should be made to do so.

Complaints about bullying and harassment should be made under the provisions of this procedure. However, if the complaint relates to your first line manager, the complaint may be made to a more senior manager or Owner/Director of the business, as appropriate.

If you become aware of a wrongdoing at work which is protected under the Public Interest Disclosure Act 1998 (known as whistleblowing), you should institute this procedure immediately by addressing your grievance direct to the Owner/Director of the business.

Should you raise a grievance during a disciplinary process, the disciplinary process may be suspended temporarily while the grievance is dealt with. If the grievance and disciplinary cases are related, then it may be appropriate to deal with both cases at the same time.

STEP 1: Informal Procedure

If you have a grievance you should always raise it promptly with your manager on an informal basis, unless you have good reasons for not doing so (as stated above). Your manager will arrange a private meeting to discuss it with you as soon as possible. The purpose of the meeting is to provide you with an opportunity to clearly share the basis of the complaint and how you would like it to be resolved. It is important that you stick to the facts and refrain from using inflammatory, abusive or threatening language. It is possible, and likely, that the matter can be resolved in an informal manner at this first meeting. In the event your grievance cannot be resolved informally then you should invoke the formal procedure.

STEP 2: Formal Procedure

You should inform the Company of your grievance in writing to your line manager (or if the Grievance against your line manager then you should address this to your line manager's manager).

The letter should set out as much detail as possible; clearly stating the reason for the complaint and how you would like the matter to be resolved. It is important that you stick to the facts and refrain from using inflammatory, abusive or threatening language.

Following receipt of your grievance letter, you will be invited to a meeting to discuss your grievance, normally within 5 days of receipt of your letter. The grievance meeting will be chaired by an appropriate manager and you will be given reasonable notice of the meeting. You are entitled to bring with you a companion, work colleague or trade union representative.

Following the Grievance meeting the Company will respond within 5 working days setting out its decision and what action, if any, will be taken to resolve your complaint. The letter will also advise you of your right of appeal and to whom any appeal letter should be sent.

STEP 3: Appeal

Following the grievance meeting, you will be given the right to an appeal if you feel your grievance has not been satisfactorily resolved. If you wish to appeal, you must do so in writing, clearly stating the grounds of your appeal to the person indicated in the Company's response letter.

You are entitled to bring with you a companion, work colleague or trade union representative. The appeal be chaired by a different and senior manager and will be accompanied by another manager.

After the appeal meeting, you will be notified of the decision within 5 working days.

There is no further right of appeal and the decision of the Appeal panel is final.