



Grievance Policy and Procedure	
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Scope of Policy

This policy applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors. This procedure does not form part of any employee's contract of employment. It may be amended from time to time to improve practice.

Grievance Procedure

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you if not please follow the procedure below.

Step 1: written grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive. Where your grievance is against your manager and you feel unable to approach him or her you should talk to another manager. The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it.

Step 2: meeting

The line manager and or HR Manager should arrange for a formal meeting to be held without unreasonable delay after a grievance is received. All parties should make every effort to attend the meeting. Employees should be allowed to explain their grievance and how they think it should be resolved. Consideration should be given to adjourning the meeting for any investigation that may be necessary. The line manager or Office Manager will tell the employee when they might reasonably expect to receive a response if one cannot be made at the time. We will also advise you of your right of appeal.

Employees are entitled to be accompanied at a grievance hearing by a fellow worker or a trade union official of their choice, provided they make a reasonable request to be accompanied. Workers have the right to take paid time off during working hours to accompany fellow workers employed by the same employer to most hearings.

Step 3: appeals

If the grievance has not been resolved to your satisfaction you may appeal in writing to the Office Manager stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you. Appeals should be heard without unreasonable delay and ideally at an agreed time and place. This will be dealt with impartially by a more senior manager who has not previously been involved in the case. You have the right to bring a companion.

The final decision will be put in writing, usually within one week of the appeal hearing. There is no further right of appeal.