

Grievance policy

NB: These policy templates are provided as general examples for informational purposes only. We're not lawyers, and nothing in these documents should be taken as legal advice. The templates were created in 2025 and may not reflect future legal changes. Employment laws vary by country, state, and even city, so always check current regulations and consult professional legal or HR advisors before implementing any policies in your organization.

About this policy

This policy explains how you can raise grievances in relation to your employment fairly and without unreasonable delay. We will investigate any formal grievance you raise, hold a meeting to discuss it, inform you of the outcome in writing and give you a chance to appeal if you are not satisfied.

This policy applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors.

What kinds of things could be grievances?

Issues that could cause grievances may include:

- Terms and conditions of employment;
- Health and safety;
- Work relations;
- New working practices;
- Working environment;
- Organisational change.

This Grievance Procedure should not be used for the following:

→ If you are dissatisfied with any dismissal or disciplinary action, please follow the Appeal section of the Disciplinary Policy.

→ If you have been the victim of bullying or harassment or wish to report an incident involving other people.

→ If you have been the victim of discrimination or wish to report an incident involving other people.

We operate a separate Whistleblowing Policy to enable employees to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this Grievance Procedure.

If you have difficulty at any stage of the Grievance Procedure because of a disability or because English is not your first language, you should discuss the situation with your manager as soon as possible.

Raising grievances informal versus formal

Most grievances can be resolved quickly and informally through discussion with your manager. If you feel unable to speak to your manager (the complaint may concern them) then you should speak informally to the COO or another senior manager. If this does not resolve the issue, then you should follow the formal procedure below.

If the grievance cannot be resolved informally, you should put it in writing and submit it to your manager indicating that it is a formal grievance. If the grievance concerns that manager, you may submit it to a more senior manager instead.

The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates and names of people involved. In some situations we may ask you to provide further information.

Investigations

It may be necessary for us to carry out an investigation into your grievance. The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents. The investigation may be carried out by your manager or someone else appointed by us, especially where independence may be an issue.

You must cooperate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews, as part of our investigation.

We may initiate an investigation before holding a grievance meeting where we consider this appropriate. In other cases we may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases we will hold a further grievance meeting with you after our investigation and before we reach a decision.

Right to be accompanied

You may bring a companion to any grievance meeting or appeal meeting under this procedure. The companion may be either a trade union representative (if applicable) or a colleague. You must tell the person holding the grievance meeting who your chosen companion is, in good time before the meeting.

- At the meeting, your companion may make representations to us and ask questions, but should not answer questions on your behalf. You may talk privately with them at any time during the meeting.
- Acting as a companion is voluntary and your colleagues are under no obligation to do so. If they agree to do so they will be allowed reasonable time off from duties without loss of pay to act as a companion.

- If your chosen companion is unavailable at the time a meeting is scheduled and will not be available for more than five working days afterwards, we may ask you to choose someone else.

We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) only if this will help overcome a disability, or if you have difficulty understanding English.

Grievance meetings

We will arrange a grievance meeting, normally within one week of receiving your written grievance.

You and your companion (if any) should make every effort to attend grievance meetings. If you or your companion cannot attend at the time specified, you should inform us immediately and we will try, within reason, to agree an alternative time.

The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us to reach a decision based on the available evidence and the representations you have made.

After an initial grievance meeting we may carry out further investigations and hold further grievance meetings as we consider appropriate. Such meetings will be arranged without unreasonable delay.

We will write to you, usually within one week of the final grievance meeting, to inform you of the outcome of your grievance and any further action that we intend to take to resolve the grievance. We will also remind you of your right of appeal. Where appropriate we may hold a meeting to give you this information in person.

Appeals

If the grievance has not been resolved to your satisfaction you may appeal in writing to the COO, stating your full grounds of appeal, within 1 week of the date on which the decision was sent or given to you.

The appeal must include the grounds and what redress is being sought. Grounds for an appeal will be:

1. New information is available not previously taken into account;
2. The process for considering your grievance was flawed and did not correctly follow the Company's policies and procedures;
3. The decision made during the procedure was not a decision that could reasonably have been made on the basis of the information available.

We will hold an appeal meeting, normally within one week of receiving your written appeal. This will be dealt with impartially by a more senior manager who has not previously been involved in the case (although they may ask anyone previously involved to be present). You have a right to bring a companion to the meeting in the same way as you did at the original grievance meeting.

We will confirm our final decision in writing, usually within one week of the appeal hearing. This is the end of the procedure and there is no further appeal.