

Internal grievances

Scope

Our policy is to encourage open and free communication between team members and their managers to ensure that questions and problems relating to their employment are aired and, where possible, resolved promptly and informally to the satisfaction of all concerned.

Where challenges cannot be successfully resolved informally (which should be a first resort), the business has a formal grievance procedure. The business also has a separate Public Interest Disclosure Policy which should be used where appropriate.

All grievances raised will be accepted to be heard.

Process

The employee should firstly give a written statement detailing the grievance to the People Operations Manager (POM), indicating that they wish to raise a formal grievance.

The POM will subsequently arrange a meeting with the employee. This meeting shall take place, where reasonably possible, within five working days of receipt of the complaint. If the colleague does not wish for a formal meeting to take place, the POM can alternatively use the written statement as the basis for the grievance.

The POM will make the necessary investigations into the grievance and discuss all aspects of the matter with the employee concerned.

After the meeting, the POM will inform the employee of their decision within 28 working days of the meeting and notify the employee of the right to appeal. They will let the employee know if their grievance has been upheld and any remedial action that may be taken.

At times, it may be necessary to issue another employee with a warning as a result of the grievance. This is confidential and the colleague who originally raised the grievance should not expect to be informed of the exact level of warning issued.

Appeal

An employee may appeal against the grievance outcome in writing within five working days of the decision being communicated to them. The appeal should be made to the appeals officer as laid out in the outcome letter. The appeal should set out the grounds upon which the appeal is made.

The person who hears the appeal will be, where possible, more senior or at the same seniority to the person who held the grievance process. In most cases, this will be a member of the Board.

Appeals will be heard promptly, normally within ten working days of the appeal letter being received.

The result of the appeal will be notified to the employee as soon as reasonably practical, normally within five working days of the appeal hearing and in writing.