



Grievance Policy

What is it?

Sometimes something may happen at work that you're not happy about. We take grievances seriously and encourage an open culture where concerns can be discussed. We'd like any concerns to be raised and resolved quickly and informally. Sometimes this isn't possible and a formal approach needs to start. If it does we'll investigate the issue in a sensitive, objective and factual way.

This policy tells you how to raise your concerns both informally and formally but it's not a route of appealing a decision made in another formal process. It's non contractual and may be changed in the future. If you have any questions about it please contact HR Shared Services.

Who does it apply to?

This policy applies to anyone with a GB contract of employment.

What do I need to know or do?

A grievance is a concern or problem that someone may raise about their work or working environment. We have a separate policy for harassment and bullying concerns including any discrimination concerns.

Our Ethical Business Policy tells you about our "Speak Up" helpline. This is for raising concerns about possible malpractice, corruption or illegal acts, damage to the environment or breach of health and safety regulations. You need to think which policy is the most appropriate to raise your concern.



Author: Hannah Rees Date: 24/11/2017

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Informal Stage

We encourage you to sit down with your manager or your manager's manager and have a conversation to talk about your concern and sort the issue out. This may involve having a meeting with those involved. If your grievance can't be settled this way, the formal stage should be followed.

Formal Stage

To raise a grievance formally you need to ideally put it in writing to your manager, we encourage you not to delay doing this. If your grievance is with your manager then you should write to your manager's manager. Any formal grievance needs to say:

- Your full name and job role
- Date
- Specific details of the grievance – who, what, where, when?
- Details of any witnesses or supporting evidence
- What resolution you'd like

Your grievance will normally be looked into by your line manager; sometimes it might be another manager. They'll let you know that they've received your grievance and invite you to a grievance meeting. This will normally be done within 5 working days.

Your grievance meeting will take place without unreasonable delay. You can have a companion (colleague/TU Rep) with you and you need to make every effort to attend this meeting. Your grievance will be reviewed as quickly as possible and can include speaking to other people, looking into facts and history. The manager should let you know how long they think it will take them to do this and reach an outcome.

Once a decision has been reached, you'll be told of the outcome in writing. Sometimes the manager may decide to meet with you to talk it through. You have the right to appeal the decision.

If the grievance is not contested, the manager may decide to give you an outcome without the need for a meeting. If you've already raised and had an outcome on a formal grievance, we won't reinvestigate it again through a new grievance being raised.

Leavers

If you have a grievance but you're leaving our employment or you've already left, you need to put it in writing to your manager or manager's manager. This needs to be done within 8 weeks of you leaving. We'll consider the best approach to handle your grievance and we may decide that it's still appropriate to consider it in line with our formal stage. Alternatively we may think it's more appropriate to respond to you in writing or may consider it inappropriate to investigate further as you're no longer an employee.



Collective Grievances

If a group wish to raise a grievance together we'll ask the group to choose a representative. Depending on how your concern is raised, we'll follow our informal or formal grievance stage. Your representative will be expected to involve and give feedback to the rest of the group.

Record Keeping

Accurate notes should be taken at all stages of any formal process. These notes along with any other documentation need to be kept securely. We provide a note taker to capture meeting notes so we don't allow meetings to be taped, digitally recorded or videoed.

Support

We understand that raising or being part of a grievance may be a difficult experience, no matter how well it's carried out. We encourage you to speak to your manager or another manager about your concerns. We also have our Employee Assistance Programme which gives you free and confidential advice and support.

What happens if I don't follow it?

You'll not be penalised for raising a grievance in good faith. If this policy is abused or if concerns are raised on unfounded allegations with malicious intent, this will be seen as a serious matter and dealt with under our Disciplinary Policy.

What other documents do I need to know about?

- [Companion Guidance](#)
- [Witness Guidance](#)
- [Appeal Guidance](#)
- [Harassment and Bullying Policy](#)
- [Ethical Business Policy](#)
- [Disciplinary Policy](#)
- [Internal Privacy Notice](#)

