



Policy 15

Grievance Policy 2026/2027

15.1 Purpose

The purpose of this policy is to ensure that employees have an opportunity to raise formally any grievances or complaints they may have relating to their job, the Company or any of its employees. The Company's aim is to ensure that an employee's grievance is dealt with promptly and fairly.

15.2 Status of this Policy

15.2.1 This policy only applies to current employees. If an employee leaves the Company and then raises a grievance, the Company will consider the grievance but will not normally follow the full procedure.

15.2.2 This policy does not apply to grievances that relate to a disciplinary decision that has been taken against an employee. In this situation, the employee should use the disciplinary appeals procedure (see the Disciplinary Procedure – copy available in the Policy File).

15.2.3 This policy does not give contractual rights to individual employees. The company reserves the right to alter any of its terms at any time, although employees will be notified in writing of any changes.

15.3 General Principles

15.3.1 Employees are encouraged to resolve their grievances informally wherever possible by talking it over with the Director at the earliest opportunity.

15.3.2 Whenever possible, it is essential that employees continue to work normally whilst this procedure is being followed.

15.3.3 Each stage of this procedure will be carried out without unreasonable delay.

15.3.4 At all formal stages of the procedure the employee will have the right to be accompanied by a work colleague or a trade union official.

15.3.5 If an employee's complaint or grievance relates to the Director, employees should address their grievance to the HR Officer via the Business Lead

15.3.6 Records will be kept of any action taken under this grievance procedure for as long as necessary. Wherever possible, these records will be treated as confidential.

15.4 Procedure

15.4.1 *Informal action*

It is usually better for all those involved if grievances can be resolved informally. The formal procedure should only be used where it is not possible/appropriate to resolve the issue informally by talking it over with the Director.

15.4.2 *Formal grievance procedure*

Right to be accompanied in formal meetings

In any formal grievance meeting under this policy, including appeals, the employee has a statutory right to make a reasonable request to be accompanied by a work colleague or trade union official of their choice.

An employee's companion may address the meeting to put up or sum up the employee's case. He or she may confer with the employee during the meeting but does not have the right to answer questions on the employee's behalf, address the meeting if the employee does not want him or her to do so, or prevent anyone from making his or her contribution to the meeting. If an employee intends to be accompanied, he/she shall be requested to provide advance notice of this.

Stage 1

In the first instance, if an employee wishes to raise a formal grievance, he/she should raise it in writing to the Director. The employee's letter should clearly explain the nature of their grievance.

The employee will be invited to a meeting, normally within 5 working days of the Company's receipt of their letter, to consider the matter and discuss suggestions on how the issue may be resolved.

Following the meeting, the Director will decide what action, if any, to take. Wherever possible, the Director will respond to the employee's grievance in writing as soon as possible but within 2-3 working days of the meeting. In some circumstances, further investigation may be necessary, in which case the employee will be informed of this and advised of likely timescales.

The Director will inform the employee in writing of their right to raise their grievance at Stage 2 of this procedure if he/she is dissatisfied with the outcome of Stage 1.

Stage 2 (Appeal)

If the matter is not satisfactorily resolved at Stage 1 of this procedure, the employee may appeal the outcome in writing to the Director within 5 working days of receiving the grievance outcome. The employee's letter should set out the grounds of their complaint and reasons why they are dissatisfied with the outcome of Stage 1.

Wherever possible, an external consultant will hear the appeal. The employee will be invited to a meeting, normally within 5 working days of the Company's receipt of their letter, to consider the matter and discuss suggestions on how the issue may be resolved.

Following the meeting, a decision will be made on what action, if any, to take. This decision is final. Wherever possible, the employee will be informed of the outcome in writing within 2-3 working days

of the meeting. In some circumstances, further investigation may be necessary, in which case the employee will be informed of this and advised of likely timescales.

Any further questions regarding guidelines in this policy then please contact one of the leadership team.

To ensure the effectiveness of this document our 'Grievance' policy will be reviewed annually.

Signed:



Date: 2nd Sept 2026

Dan Palmer

Founder / Director