

TITLE: GRIEVANCE PROCEEDURE	REF: HSA014	VERSION: 2
APPROVAL BODY: GM	DATE: January 2026	REVIEW: January 2027
LEAD PERSON: GM		
VERSION	REVIEWER/APPROVAL SIGNATURE	REVIEW NOTES
Version 1 – April 2025	<i>John Pitchforth</i>	On behalf of the Leadership Team
Version 2 – January 2026	<i>Georgie Mann</i>	On behalf of the Senior Management Team

1. Introduction

The aim of this procedure is to provide an employee who considers that they have a grievance with an opportunity to have it deal with quickly and effectively, and where a grievance is deemed to exist, to have it resolved, if possible, at the earliest practical opportunity. Most issues or grievances can be solved on an informal basis with line managers, and employees should aim to settle their grievances in this way if possible. This procedure is designed to deal with those issues that need to be approached on a more formal basis.

This grievance procedure applies to employees only. It is entirely non-contractual and does not form part of an employee's contract of employment.

2. Grievance procedure

If a grievance cannot be settled informally with the relevant line manager, the employee should raise it formally. This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal grievance.

Stage 1: Formal Grievance

Where an employee has a formal grievance relating to their employment they should, in the first instance, put their grievance in writing and address it to their line manager, making clear that they wish to raise a formal grievance under the terms of this procedure. Where the grievance is against the line manager, the complaint should be addressed to an alternative manager. This grievance procedure will not be triggered unless the employee raises their grievance in accordance with these requirements.

A manager (who may not be the manager to whom the grievance was addressed) will then invite the employee to a grievance meeting to discuss the grievance and the employee has the right to be accompanied at this meeting by a trade union official, a trade union representative or another of the employer's workers of their choice. The employee must make every effort to attend the meeting. At the meeting, the employee will be permitted to explain their grievance and how they think it should be resolved.

Please note that it is prohibited for employees to record (whether covertly or otherwise) the proceedings at the grievance meeting, and at any appeal meeting, without the express permission of the Company. If the Company discovers that an employee has done this covertly, the employee could be subject to disciplinary action.

Following the meeting, the Business will respond to the grievance as soon as possible and, in any case, within five working days of the grievance meeting. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected. The employee will be informed in writing of the Business's decision on the grievance and notified of their right to appeal against that decision if they are not satisfied with it.

Stage 2: Grievance Appeal

Where the employee believes their grievance has not been satisfactorily resolved, the employee may then appeal in writing to a more senior manager or to a Director of the Business within five working days of the grievance decision. The employee should also set out the grounds for their appeal.

On receipt of the employee's appeal, a more senior manager or a Director (who again may not be the person to whom the appeal was addressed) shall make arrangements to hear the grievance at an appeal meeting. The employee may again, if they wish, be accompanied by a trade union official, a trade union representative or another of the employer's workers of their choice at the appeal meeting. The employee must make every effort to attend the appeal meeting.

Following the appeal meeting, the senior manager or Director will respond to the grievance as soon as possible and, in any case, within five working days of the appeal hearing. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected. The employee will be informed in writing of the Business's decision on their grievance appeal. This is the final stage of the grievance procedure and the Business's decision shall be final.

3. Disciplinary issues

Where an employee is unhappy with a disciplinary decision, performance review, or dismissal, they should appeal using the appeal procedure that relates to that process rather than invoking the grievance process.

4. Data protection and confidentiality

When handling information related to an investigation or any subsequent stages of a disciplinary or grievance procedure, the Business will process personal data in accordance with its data protection policy and relevant internal privacy notices at that time. Unauthorised access or disclosure of this data constitutes a data breach, which must be reported immediately in accordance with the Business's data protection policy.

Employees are required to treat as confidential any information communicated to them in connection with a grievance investigation or grievance matter. Any breach of data protection or confidentiality may result in an investigation and potential sanctions under the Business's disciplinary procedure.