

A photograph of two men in business attire. The man on the left, with a beard and wearing a blue blazer over a white shirt, is looking down at a document. The man on the right, wearing a light blue shirt, is looking towards the first man. They appear to be in a professional meeting or office environment.

mypay

**GRIEVANCE  
POLICY**

# GRIEVANCE PROCEDURE


---

There may be circumstances due to pressure of work or otherwise in which misunderstandings or grievances may arise. Redress of those grievances may be sought in accordance with the following procedure that will usually be adopted in the interests of fairness but is not contractually binding.

If you believe that you might be exposed to violent abusive or intimidating behaviour by going through the grievance procedure leading to serious physical or mental harm or threat to your property or to a third party or that you have been harassed, you will not normally be expected to go through the formal grievance procedure but similarly if we believe that you or a third party may subject your manager or other members of our staff to violence or abuse we do not have to follow it.

If circumstances beyond your control or our control prevent a step in the procedure being followed then neither party may be reasonably expected to follow the procedure.

Failure by either you or us to follow the procedure may affect any Tribunal proceedings that follow and in particular may delay any application to a Tribunal that you wish to make.




You have the same legal right to be accompanied at a grievance hearing as you have at a disciplinary hearing. At any disciplinary meeting you can if you want be accompanied by a fellow employee or by a trade union official. The trade union does not have to be recognised by us for the purpose of collective bargaining. You can choose who will accompany you but it must be either a fellow employee or a trade union official and you cannot bring a friend or relative or a lawyer who is not employed by us.

A trade union official has to be approved by the Union as having had training in accompanying workers to disciplinary meetings and be able to provide us with a letter or business card to show this.

If you want to be accompanied you must tell us before the meeting. We do not have to let you be accompanied if we think your request is unreasonable. For example if you ask to be accompanied by someone who is also involved in what happened and whose presence might prejudice the meeting we would object to your choice. If necessary we will postpone the meeting for up to 5 days for you to arrange for someone to accompany you.

At the meeting you cannot get your companion to answer questions for you although we will listen to whatever they want to say for you. If you do not want to answer questions you do not have to but we can still make up our mind on the evidence we do hear.



# INFORMAL RESOLUTION

---

If you have a question or grievance about anything at work that concerns you personally and directly and which requires to be resolved, you should discuss the matter informally with Stephen Hollins.

# FORMAL RESOLUTION

---

If a matter cannot be resolved informally then you may set out your grievance in writing to Dianna Hollins who will arrange a meeting with you as soon as is reasonably practicable.

You must inform us of the basis for your grievance – what you are unhappy about and why – in your letter.

You have the same legal right to be accompanied at a grievance hearing as you have at a disciplinary hearing as set out above where the grievance is one that involves our duties to you.

For example this would be the case where your grievance alleges a breach of our contractual duties towards you or a failure to prevent bullying or harassment or failure to safeguard your rights as a disabled person.

The meeting may have to be adjourned to carry out any investigation that may be necessary.

A decision will be made and given to you in writing within 14 working days or otherwise as soon as is reasonably practicable. The letter will remind you of your right to appeal. This decision will be recorded on your personnel file.

# APPEALS PROCEDURE

You have the right to appeal against a grievance decision, arising from the procedures set out above whether formal or informal.

You must put your appeal in writing, setting out why you want to appeal and what you disagree with in the original decision, and send it or deliver it to Dianna Hollins, so that it is received within 5 working days of the next working day after you receive written confirmation of the decision.

There will be an appeal meeting. As at the disciplinary meeting you have the right to be accompanied by a work colleague or trade union official and to have the hearing postponed.

The appeal hearing will be conducted within a reasonable period of the appeal being lodged and will usually be heard by someone who is senior to the person who dealt with the grievance.

The outcome will either be:

- to reject the appeal and confirm the original decision; or to
- uphold the appeal and make a different decision.

The result of the appeal will be confirmed in writing within 10 working days of the hearing.

The decision at the appeal stage is final.