



# Grievance Policy



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Who's this for?	All staff
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Owner (Executive Lead)	Chief Executive
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## Document Revision History

Version	Date	Description of Change	Author
1.0	May 2025	Revised policy and updated onto new template	Z Hammond
2.0	July 2025	Revisions made following attendance at Exec meeting 9 July 2025	Z Hammond

## Links to Associated Policies and Procedures

Anti-Harassment & Anti-Bullying Policy  
 Whistleblowing and Confidential Reporting Policy  
 Discipline Policy

## **1. Introduction and purpose**

Here at Honeycomb Group, we're committed to creating a workplace culture where everyone feels safe and supported to speak up about any workplace problems, complaints or concerns. If something isn't right, we want to hear about it. We promise to treat all genuine grievances seriously, fairly and as quickly as we can.

We hope that most issues can be sorted out through informal conversations. But if that doesn't work, or doesn't feel appropriate, you are able to raise a formal grievance.

Please note, this policy does not form part of your contract of employment, and we may choose to update it from time to time when needed.

## **2. Policy aims and objectives**

This policy sets out how you can raise a concern or issue at work, and what you can expect from us in response.

It applies to all employees and workers, but not to contractors, consultants or anyone self-employed who works with us.

If your concern involves bullying or harassment, please refer to our separate Bullying and Harassment Procedure.

If you have a disability or if English isn't your first language, and you need help in taking part in the process, please get in touch with the People Team so they can make the right arrangements.

We understand that raising a grievance can feel stressful. We'll make sure everyone involved is treated with respect and kindness throughout the process. If you need extra support, you can find more information on the Wellbeing pages on the Hive.

## **3. Policy Detail**

### **Informal Resolution:**

We encourage colleagues to raise concerns or problems at the earliest opportunity, and wherever possible for these to be resolved on an informal basis. Informal resolution could include the following:

### **Raising an informal grievance**

If you're unhappy about something at work, we encourage you to talk it through informally with your line manager first. If your concern is about your manager, you can speak to a different or more senior manager instead.

They'll arrange to meet with you, listen to what's going on, and see if it can be resolved informally. At this point, your manager may suggest an informal, facilitated meeting between any parties relevant to the concerns being raised.

We do find that many issues are best resolved this way, but we also recognise this approach isn't always suitable, especially in more serious situations like discrimination. If that's the case, or if

informal steps haven't worked, you can move forward with a formal grievance.

## **Mediation**

Depending on the issue, we might suggest using mediation as a way to find a solution. This is a completely voluntary process involving an impartial mediator who'll work with everyone involved to help resolve things in a constructive way. We'll only go ahead with mediation if everyone agrees to take part.

## **Raising a formal grievance**

If your grievance can't be resolved informally, or if the issue is serious, you can raise a formal complaint in writing.

Please clearly outline the nature of your grievance and your desired outcome, giving as much detail as possible, and include any notes or information that are relevant. This should include what steps and interventions have been taken to try and resolve the matter informally in the first instance. If anything isn't clear, we may ask for more details before arranging a meeting.

Your written grievance should be sent to your line manager unless it concerns them, in which case you can send it to another or more senior manager.

Your grievance will then be triage assessed, using the form in Appendix 1, to ensure that all possible steps have been taken to resolve the issues on an informal basis in the first instance. Embarking upon the formal process can be stressful for all parties involved, and so it is important to ensure that the formal framework is used appropriately and proportionately.

## **Step 1 – Investigation**

To help us respond fairly, we'll carry out an investigation to gather the facts. This is usually done by the same manager who will also handle your grievance. They'll let you know in writing that the investigation is starting and give you a timescale for completion.

The level and length of the investigation will depend on the nature of the issue.

Before the grievance meeting, we'll share any evidence we've gathered with you. In some cases, specific details may need to stay confidential, but we'll always provide a clear and appropriate summary where necessary.

Depending on the situation, we may also consider temporary changes to working arrangements while the investigation is ongoing.

## **Step 2 - Hearing your grievance**

We aim to hold a meeting within 10 working days of receiving your grievance. If we need more time, we'll keep you updated.

You have the right to bring someone with you; this can be a colleague or trade union representative. If your chosen companion isn't available on the arranged date, we'll try to reschedule within five working days. If they're still unavailable, you can choose someone else or attend on your own.

The meeting will normally be led by your line manager, or someone more senior if the issue involves them. A member of the People Team may also be there for support and to take notes.

This is your opportunity to share your concerns and how you feel they could be resolved. If new information comes up, we may need to pause the meeting and carry out further investigations before continuing.

If you're unable to attend the meeting for reasons beyond your control, please let us know as soon as you can. If you don't attend and haven't given a valid reason, we may go ahead based on your written grievance and any other relevant documents.

We'll confirm the outcome of the meeting in writing, usually within 10 working days, along with any actions we plan to take.

### **Step 3 – Appeal**

If you're not satisfied with the outcome, you have the right to appeal.

To do this, you should write to the named contact in your outcome letter within five working days of receiving it. Please explain clearly why you're appealing—just disagreeing with the decision isn't enough on its own.

A different manager, or someone more senior, will review your appeal and make a final decision.

### **Possible Outcomes**

It is important to think about your desired outcome before submitting a formal grievance and for you to come prepared to your meeting to discuss potential solutions. If there is a breakdown in working relationships between you and another party, a recommendation will be made for mediation to take place.

Other alternatives could be to consider making adjustments to a role, working practice, location or manager. Each grievance will be different and will be considered on an individual basis.

### **Grievances raised during a disciplinary process**

If you have a grievance that relates to ongoing disciplinary proceedings against you, you should raise this during the disciplinary procedure (for example during the disciplinary meeting or appeal stage).

If you raise a grievance during disciplinary proceedings that is unrelated to those proceedings, the disciplinary proceedings and grievance procedure will normally run independently in parallel

## **4. Performance monitoring & compliance**

We track and monitor the number and type of grievances that are submitted across the Group and identify any trends or areas of concern. Anonymised data is shared with our Executive Team.

## **5. Data Protection**

All personal data processed, stored, shared and when responding to the rights of data subjects will be carried out in accordance with current data protection legislation (UK GDPR and the Data Protection Act 2018). Additional measures are in place for information pertaining to a grievance and access is restricted to authorised personnel.

## **6. Review**

This policy shall be reviewed every three years] unless there is a change in legislation or regulation.

**7. Date**

July 2025