



## Grievance Policy

### 1. Scope

This policy applies to all employees of Impress.

### 2. Purpose

The purpose of the grievance policy is to provide employees with a readily accessible procedure for addressing problems or concerns they may have regarding their work, management, or another member of the team.

### 3. Procedure

#### 3.1. Step 1: Written grievance

- Where you have a grievance relating to any aspect of your employment you should have no hesitation in raising the matter informally. Your statement should detail who the grievance concerns and who you wish to raise it with. If you wish to make a formal grievance, then it must be set out in writing.
- You should put your grievance in writing and submit it to your line manager. If your grievance concerns your line manager, then you may submit it to the CEO in the first instance, or if the grievance concerns the CEO, then you may submit it directly to the Chair of the Board.
- The written grievance should set out the nature of the complaint, including any relevant facts, dates and names of individuals involved so that we can investigate it. You should stick to the facts and avoid language that is insulting or abusive.

#### 3.2. Step 2: Meeting

- We will arrange a grievance meeting, normally within 5 working days of receiving your written grievance.
- You are entitled to a companion at the grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion.
- The companion may be either a fellow colleague or an accredited trade union official. If you or your companion cannot attend at the time specified, then you should let us know as soon as possible, and we will try, within reason, to agree on an alternative time.
- Impress may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.

- Impress will write to you, usually within 1 week of the last grievance meeting, to confirm our decision and notify you of further action that we intend to take to resolve the grievance.
- Impress will also advise you of your right of appeal.

#### **4. Appeals:**

**4.1.** If the grievance has not been resolved to your satisfaction, then you may appeal in writing to the CEO or Chair, where the CEO is conflicted, stating your full grounds of appeal, within 5 working days of the date on which the decision was sent or given to you.

**4.2.** Impress will hold an appeal meeting, normally within 2 weeks of receiving the appeal. You will have a right to bring a representative of your choice.

**4.3.** Impress will confirm our final decision in writing, usually within 1 week of the appeal hearing. There is no further right of appeal.

**4.4.** It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct.

**We are committed to reviewing our policy and good practice annually.**

**Approved by:** The Board of Impress

**Date:** 12 December 2023

**Review Date:** 12 December 2025