

Grievance Procedure

Pro Language Ltd, McLintocks, S70 2NZ
Company Number: 11455383

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Introduction

We foster a culture in which you can raise any workplace problems, complaints, or concerns in a supportive framework, and we will ensure that all genuine grievances are dealt with quickly and fairly.

Most grievances can be resolved informally. However, if an informal approach does not resolve matters, or is not appropriate, you may choose to raise a formal grievance. This policy outlines the grievance process, the roles of those involved and support that is available to you.

This policy does not form part of your contract of employment, and we reserve the right to amend or withdraw it at any time.

Scope

This policy applies to employees. It does not apply to contractors, consultants or any self-employed individuals working for the organisation.

If your complaint relates to bullying or harassment, you should raise it in the first instance to your line manager under our separate bullying and harassment procedure.

If you have a grievance that relates to ongoing disciplinary proceedings against you, you should raise this at the earliest opportunity during the disciplinary procedure. If you do raise a grievance during disciplinary proceedings that is unrelated to those proceedings, it will normally run independently.

Mediation

Depending on the nature of your grievance, we may suggest mediation as a means of trying to resolve it. This involves the appointment of a third-party mediator, who will discuss your grievance with all of those involved and seek to facilitate a resolution. We will use mediation only where you, and the other parties involved in your grievance, agree to do so and where we feel it appropriate.

Fairness and respect

We recognise that a grievance procedure can be stressful and upsetting. Everyone involved in the process is entitled to be treated calmly and with respect.

We will not tolerate abusive or insulting behaviour from anyone taking part in a grievance procedure and will treat any such behaviour as misconduct under our disciplinary procedure.

Remote proceedings

Where it is not possible to hold a face-to-face meeting under this procedure, we will conduct the process remotely ensuring that all those participating have access to the necessary technology. Your rights will not be affected, and we will ensure that the procedure remains fair and reasonable.

Adjustments to proceedings

If any aspect of the grievance procedure causes you difficulty because of a disability, or if you need assistance because English is not your first language, you should raise this with your line manager, who will make appropriate arrangements for you.

Recording of meetings

A written record of all meetings conducted under this procedure will be made, either by the person holding the meeting or by an additional person arranged by us to take notes.

You, or any person acting with you or on your behalf, are not normally permitted to record electronically any meeting that we hold under the grievance procedure. This is to encourage openness and full participation. Any breach of this provision may lead to disciplinary action, which could include dismissal.

In certain limited circumstances, we may permit a meeting to be recorded electronically, for example where it is a reasonable adjustment for an employee with a disability. Where we permit a meeting to be recorded electronically, we will take responsibility for making the recording.

Where we intend to record meetings held remotely, we will comply with our data protection obligations and obtain prior consent from all attendees.

Raising an informal grievance

In the first instance, you should raise any grievance that you may have informally with your line manager. If your grievance is about your line manager, you should raise this directly with the Managing Director. Your line manager, the Managing Director, or a person appointed by the Managing Director, will meet with you to give you the opportunity to explain your grievance and seek to identify whether the issue can be resolved informally. Many concerns can be resolved informally.

However, while we encourage the informal resolution of complaints, we recognise that this is not always possible or appropriate, for example if your grievance relates to a serious issue such as discrimination. Therefore, if the informal process does not resolve matters or it is not appropriate, you should raise a formal grievance under this procedure.

Raising a formal grievance

Where your grievance has not been resolved informally, or if your grievance is of such a nature that it cannot be raised informally, you should raise the matter formally in writing. It is important that you set out clearly the nature of your grievance and indicate the outcome that you are seeking. If your grievance is unclear, we may ask you to clarify your complaint before we hold a grievance meeting.

Your complaint should be headed "formal grievance" and sent to your line manager or if your grievance is about your line manager, you should raise this directly with the Managing Director.

Stage 1 - Investigation

Your grievance will be kept confidential so far as is possible. Before proceeding to a grievance meeting, we may have to carry out an investigation. This will usually be conducted by the same manager who will hear your grievance. The relevant manager will write to you confirming that they are conducting the investigation and the timescale for completion. The level of investigation and time this will take will vary depending on the nature of your grievance.

You will be given a copy of any evidence collated during the investigation in advance of the grievance meeting. However, in some cases, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary, we will provide you with an appropriate summary of the evidence.

Stage 2 - Hearing your grievance

The grievance meeting

The grievance meeting will normally be held within five working days of receiving your written complaint. However, if this is not possible, you will be informed of the reason for any delay.

You will be notified of the date, time, and location of the meeting by letter and/or email. This letter and/or email will also include the name of the person who will hear the grievance. You will be entitled to be accompanied by a fellow employee or a trade union official.

The grievance meeting will be conducted by your line manager, unless your grievance relates to your line manager in which case it will be conducted by the Managing Director, or a person appointed by the Managing Director. Where it is considered appropriate, our external Human Resources Business Partner may also be present.

The purpose of the meeting is for you to explain the nature of your complaint and what action you feel should be taken to resolve the matter. If more information comes to light, it may be necessary to adjourn the grievance meeting to conduct a further investigation and reconvene the meeting when this has been done.

If you are unable to attend the grievance meeting because of circumstances beyond your control, you should inform the person conducting the meeting as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the grievance meeting may take place in your absence, based on your written grievance statement and any other documentation available.

The outcome of the grievance meeting

Following the grievance meeting, the person that conducted the meeting will inform you in writing, usually within seven working days after the date of the meeting, of the outcome and any action that will be taken as a result of your complaint.

Stage 3 - Appeal

Appealing against the outcome

If you are not satisfied with the outcome of your grievance, you may submit a formal appeal. This appeal should be made in writing to the person who conducted the meeting within seven working days from your receipt of the outcome of the grievance outcome.

Your letter should clearly state the basis on which you consider that your grievance has not been satisfactorily resolved.

Appeal meeting

On receipt of your request to appeal the outcome of the grievance meeting and on it satisfying the parameters described above we will arrange for an appeal meeting to take place within five working days to consider the matter. However, if this is not possible, you will be informed of the reason for any delay. You are entitled to be accompanied by a fellow employee or a trade union official.

The appeal meeting will be assigned to and conducted by the Managing Director, or a person appointed by the Managing Director, that is senior to the person who conducted the original grievance meeting, who will consider your grounds for appeal and review the conclusion reached in the original grievance meeting. Where it is considered appropriate, our external Human Resources Business Partner may be in attendance.

If you are unable to attend the grievance meeting because of circumstances beyond your control, you should inform the person conducting the meeting as soon as possible.

If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the grievance meeting may take place in your absence, based on your written grievance statement and any other documentation available.

The outcome of the appeal meeting

Following the appeal meeting, the person that conducted the meeting will inform you in writing, usually within seven working days after the date of the meeting, of the outcome. The outcome of the appeal is final.

Review

These guidelines may be reviewed at any time at the request of any member of staff or volunteer, but it will be automatically reviewed 2-years after initial approval and thereafter on a triennial basis unless organisational changes, legislations, guidance, or non-compliance prompt an earlier review.

Definitions

Pro Language ("we", "us", "our")

The Employee ("you")