



Grievance Policy

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1.1	26/08/2025	P Crocker	Extended to include students
2.0	21/01/2026	S Gilmore	Major revision: legal framework, detailed procedures, timescales

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1. Purpose

Hybrid Training Centre (HTC) is committed to fostering a supportive, fair, and inclusive environment for all staff and learners. This policy provides a framework for addressing concerns and grievances promptly, fairly, and transparently.

The purpose of this policy is to:

- Provide a clear process for raising and resolving grievances
- Ensure all grievances are handled consistently and fairly
- Enable issues to be resolved as quickly as possible
- Protect individuals from victimisation for raising grievances in good faith
- Maintain positive working and learning relationships

2. Scope

This policy applies to:

- All HTC employees including tutors, skills coaches, assessors, and support staff
- All learners and apprentices enrolled at HTC
- Contractors and agency workers engaged by HTC

This policy does not cover issues that are addressed through other procedures, such as appeals against assessment decisions (see Appeals and Complaints Procedure) or allegations of misconduct (see Disciplinary Policy).

3. Definitions

Term	Definition
Grievance	A concern, problem, or complaint raised by a staff member or learner relating to their work or learning environment.
Mediation	A voluntary process where an impartial third party helps those involved in a dispute to reach a mutually acceptable resolution.
Companion	A colleague or trade union representative who accompanies an employee to a grievance meeting.
Victimisation	Treating someone unfavourably because they have raised a grievance or supported someone who has.

4. Legal Framework

This policy is informed by:

Employment Rights Act 1996 - right not to suffer detriment for raising grievances

Equality Act 2010 - protection against discrimination and harassment

ACAS Code of Practice on Disciplinary and Grievance Procedures - statutory guidance on handling grievances

Health and Safety at Work Act 1974 - duty to provide a safe working environment

Data Protection Act 2018 / UK GDPR - handling of personal data in grievances

5. Principles

The following principles underpin this policy:

Fairness: Every grievance will be handled impartially, and all parties will have the opportunity to present their case.

Confidentiality: Grievances will be managed confidentially, with information only shared with those who need to know.

Promptness: Grievances will be addressed as quickly as reasonably possible.

Non-Retaliation: No individual will face adverse treatment for raising a grievance in good faith.

Natural Justice: Individuals will be informed of allegations, have the right to respond, and have the right to appeal.

6. What Constitutes a Grievance

Grievances may include, but are not limited to:

- Workplace or learning environment conflicts
- Harassment, bullying, or intimidation
- Discrimination on the basis of protected characteristics
- Health and safety concerns
- Unfair treatment or application of policies
- Terms and conditions of employment
- Working relationships
- Concerns about management decisions affecting the individual

7. Grievance Procedure - Staff

Stage 1: Informal Resolution

Where possible, staff are encouraged to resolve concerns informally.

- Discuss the concern directly with the individual(s) involved
- Seek assistance from their line manager for mediation if needed
- If the concern is about the line manager, contact HR or a more senior manager

The line manager will keep a written record of discussions and provide a written response as soon as reasonably practical. If the matter is not resolved, the employee may proceed to Stage 2.

Stage 2: Formal Grievance

If informal resolution is unsuccessful or inappropriate, the employee should submit a formal grievance in writing to their line manager or HR. The written grievance should include:

- A clear statement of the issue(s)
- Dates and times of relevant incidents
- Names of individuals involved and any witnesses
- Any supporting evidence or documentation
- The outcome sought

Grievances should normally be submitted within 3 months of the event(s) occurring.

Stage 3: Investigation

Upon receipt of a formal grievance, an investigation will be initiated:

- An impartial manager or HR representative will be appointed to investigate
- The investigator will interview the complainant, relevant witnesses, and individuals named
- All evidence and documentation will be reviewed
- The investigation will be completed within 10 working days where possible

Stage 4: Grievance Meeting

The employee will be invited to a grievance meeting:

- At least 5 working days' notice will be given
- The employee may be accompanied by a colleague or trade union representative
- The employee will present their grievance and any supporting evidence
- The individual(s) involved will have the opportunity to respond
- Additional investigation may be required following the meeting

Stage 5: Outcome

Following the meeting and investigation:

- A decision will be made on the appropriate course of action
- The employee will receive a written outcome within 5 working days
- The outcome will include any proposed resolutions or actions
- If the grievance is upheld, corrective measures will be implemented
- The employee will be informed of their right to appeal

Stage 6: Appeal

If the employee is dissatisfied with the outcome:

- They may appeal in writing within 5 working days of receiving the decision

- The appeal should state the grounds for appeal
- An appeal meeting will be held with a more senior manager not previously involved
- The appeal decision will be communicated within 10 working days
- The appeal decision is final

8. Grievance Procedure - Learners

Learners follow a similar process with the following adaptations:

Stage 1: Informal Resolution

- Discuss concerns with the tutor or skills coach
- If uncomfortable discussing with the tutor, contact the Designated Safeguarding Lead or a senior manager
- For apprentices, the employer may be involved where appropriate

Stage 2: Formal Grievance

- Submit a formal grievance in writing to the DSL or a Senior Manager
- Include the same information as required for staff grievances
- Learners may have support from a parent/guardian, employer, or advocate

Stages 3-6

The investigation, meeting, outcome, and appeal stages follow the same process as for staff, with appropriate adjustments for the learner context.

9. Responsibilities

9.1 Staff and Learners

- Raising grievances in a timely and constructive manner
- Attempting informal resolution where appropriate
- Providing accurate information during investigations
- Behaving respectfully throughout the process

9.2 Line Managers

- Providing support and guidance to staff
- Facilitating informal resolution where appropriate
- Escalating issues appropriately
- Maintaining confidentiality

9.3 HR Department

- Ensuring the policy is followed fairly and consistently
- Providing advice and guidance to managers and staff
- Facilitating mediation where appropriate
- Conducting or overseeing investigations
- Maintaining grievance records

10. Mediation

Mediation may be offered at any stage of the grievance process. Mediation is:

- Voluntary - all parties must agree to participate
- Confidential - discussions are not disclosed outside mediation
- Facilitated by a trained, impartial mediator
- Focused on finding a mutually acceptable resolution

Mediation is often effective for relationship-based grievances and can help restore working relationships.

11. Confidentiality

All parties involved in a grievance are expected to maintain confidentiality. Information will only be shared with those who need to know to investigate and resolve the grievance. Breach of confidentiality may itself be a disciplinary matter.

12. Record Keeping

Records of formal grievances will be maintained securely by HR, including:

- The written grievance
- Investigation notes and evidence
- Meeting records
- Outcome letters
- Appeal documentation

Records will be retained in accordance with data protection requirements and HTC's retention schedule. Records will remain confidential and will not be disclosed except as required by law.

13. Monitoring and Review

This policy will be reviewed annually or as needed to ensure it remains effective and compliant with employment law. HR will monitor grievances to identify trends and areas for improvement.

14. Related Policies

- Disciplinary Policy
- Equality and Diversity Policy
- Whistleblowing Policy
- Anti-Bullying and Harassment Policy
- Safeguarding Policy
- Appeals and Complaints Procedure

Appendix A: Grievance Procedure Flowchart

Stage	Action
1. Informal	Attempt to resolve informally with individuals involved or line manager. If unresolved, proceed to Stage 2.
2. Formal Submission	Submit written grievance to line manager or HR within 3 months of incident.
3. Investigation	Impartial investigation conducted. Interviews and evidence gathering. Complete within 10 working days.
4. Meeting	Grievance meeting held. 5 days' notice. Right to be accompanied.
5. Outcome	Written outcome within 5 working days. Decision and corrective actions. Right to appeal stated.
6. Appeal	Submit appeal within 5 working days. Appeal meeting held. Decision within 10 working days. Final decision.

Appendix B: Timescales Summary

Action	Timescale
Submission of formal grievance	Within 3 months of incident
Investigation completion	10 working days
Notice for grievance meeting	5 working days
Written outcome	5 working days after meeting
Submission of appeal	5 working days after outcome
Appeal decision	10 working days

Policy Approval

Signature:

Date:

Sophie Gilmore
 Group CEO
