

## **RE:SILIENT Grievance (Complaints) Policy**

### **Purpose**

RE:SILIENT wishes to provide a comfortable, productive, legal, safe and ethical environment for all staff, employees, contractors and customers.

RE:SILIENT recognises that it is not just written policies and procedures that contribute to ensuring a safe and trusted environment. We commit to respectfully listening and supporting individuals who want to raise a concern or make a complaint.

RE:SILIENT will ensure it has rigorous and inclusive reporting and complaints processes and that all employees and people that we work with are clear on what steps to take where they wish to raise a concern with RE:SILIENT.

An effective grievance (complaints) process that allows people to confidently voice concerns within the organisation rather than being forced to go to an external body, means RE:SILIENT can often tackle a problem before it becomes a crisis. Not dealing with problems early could have a devastating effect on RE:SILIENT and its employees.

This policy should be read in conjunction with the RE:SILIENT Safeguarding and Whistleblowing policies which set out specific processes for raising a Safeguarding or Whistleblowing concern due to the potentially increased seriousness of those types of concerns. If you consider it an emergency, legal, ethical or safety issue use your best judgement to expedite the reporting process.

This policy is reinforced by RE:SILIENT's Discipline Policies, which ensures that all concerns raised about RE:SILIENT employees are investigated and dealt with appropriately.

### **Raising a Grievance**

RE:SILIENT takes all concerns and reports seriously. We will ensure that all genuinely held reported concerns will be thoroughly investigated.

If you feel that there is inappropriate conduct or activity on the part of the organisation, its staff, contractors, or any other persons or entities related to the organisation, you should bring this concern initially to the attention of your point of contact/line manager/team leader. Please try and approach them at a time and place that will allow them to properly listen to your concerns and to allow them the time to provide the necessary advice and support in relation to the grievance.

If you have discussed this matter informally with your point of contact/line manager/team leader previously and do not believe that you have received an appropriate response you should submit your grievance to your point of contact/line manager/team leader in writing. Stating clearly what the grievance is, the person(s) involved as well as a suggested solution to the problem, see Appendix A - Grievance Report.

A formal meeting will be arranged with you and your point of contact/line manager/team leader within a reasonable timeframe, you may be accompanied to the meeting if you wish. Every effort should be made to attend this meeting to air your grievance. If you do not receive a sufficient response to your grievance within two working days of meeting with your point of contact/line manager/team leader, or if they are the problem, you should contact the next person in the supervision chain. The next person in your supervision chain may have a meeting with you and your point of contact/line manager/team leader, either together or individually to discuss the grievance in more detail.

If the matter is not resolved after that meeting and you believe it still merits attention we request that you put your concerns in writing to the Manager responsible for HR or the MD who will discuss the issue with all parties within a reasonable timeframe (five working days, maximum) and if possible come to an acceptable solution for all parties.

RE:SILIENT cannot promise that your grievance/complaint will result in the solution that you request or that you will be satisfied with the outcome of the grievance procedure but we do promise to listen to your grievance and help to achieve the best possible outcome for all. You will be kept informed of the process and outcome of your complaint.

## **Confidentiality**

Any complaints raised will be treated with sensitivity and discretion. The identity of the person raising the matter and the information provided will be kept confidential as far as possible, if so requested, provided that this is compatible with a proper investigation. All steps will be taken by RE:SILIENT to ensure the person raising the concern is supported throughout the process and that their protection is considered in any actions taken.

RE:SILIENT will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect anyone who raises a concern in good faith and uses the RE:SILIENT Grievance procedures available to them.

All complaints raised will be kept confidential and shared with only those who need to know in accordance with the Data Protection Act (2018).

### **Policy Review**

This policy will be reviewed annually, or sooner if there has been a breach. The review will ensure the policy remains up-to-date in line with UK legislation and best practice, as well as assessing the effectiveness of how the policy is working in practice and taking action to address any identified issues.

## Appendix A - RE:SILIENT Grievance Report

In case of any grievance that has not been resolved by an informal meeting between you and your point of contact/line manager/team leader, please fill out the following to help us identify and resolve your grievance. Upon completion, return to your point of contact/line manager/team leader for further action.

I am reporting a:	
<input type="checkbox"/> Work related Grievance	<input type="checkbox"/> Personal Grievance
Name:	
Have you reported this grievance informally to your point of contact/line manager/team leader?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is your point of contact/line manager/team leader part of your grievance?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Date you informally reported the grievance:	Date of informal meeting with your point of contact/line manager/team leader to discuss the grievance:
Details of Initial Grievance: (please keep it brief and to the point)	
Why do you feel the grievance has not been properly addressed (following your informal meeting)?	
Proposed Solution:	
<i>The organisation cannot promise that your grievance/complaint will result in the solution that you request or that you will be satisfied with the outcome of the grievance procedure but we do promise to listen to your grievance and help to achieve the best possible outcome for all.</i>	
Proposed date of formal meeting:	
Date:	Time: