Grievance Policy

1. Policy Statement

Alpha Training is committed to maintaining a positive, respectful, and fair working environment. We recognise that, from time to time, staff may have concerns or complaints related to their work, working relationships, or the conditions of their employment.
This policy sets out a clear and fair process for raising and resolving grievances promptly and constructively. We aim to resolve concerns informally where possible, but also provide a formal process when needed.

2. Aims of this Policy

- To provide a clear and transparent process for dealing with staff grievances.
- To ensure all staff are treated fairly, consistently, and with respect.
- To encourage early resolution of issues to prevent escalation.
- To comply with relevant employment legislation and ACAS guidance.

3. Scope

This policy applies to all employees of Alpha Training, regardless of position or length of service. It covers issues relating to:

- Working conditions or environment
- Treatment by colleagues or management
- Terms and conditions of employment
- Alleged discrimination, bullying, or harassment
- Workload or changes to duties

Complaints that relate to disciplinary action or whistleblowing should be addressed under the relevant separate procedures.

4. Informal Resolution

Where possible, staff are encouraged to raise concerns informally with their line manager in the first instance. Many issues can be resolved quickly and effectively through open and honest conversation.

If the concern relates to the line manager, staff may speak to another manager or member of the Senior Leadership Team.

5. Formal Grievance Procedure

If informal resolution is not possible or appropriate, a formal grievance may be raised.

Step 1: Submitting a Grievance

- The grievance must be submitted in writing to the relevant line manager or senior leader.
- It should clearly outline the issue, any steps already taken, and the desired outcome.

Step 2: Acknowledgement and Investigation

- The grievance will be acknowledged in writing within 5 working days.
- A thorough and confidential investigation will be carried out by an appropriate manager.
- The employee will be invited to a formal meeting to discuss the grievance.

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Step 3: Grievance Meeting

- The employee has the right to be accompanied by a colleague or trade union representative.
- Notes will be taken and shared for accuracy.
- The outcome will be communicated in writing within 10 working days of the meeting.

Step 4: Outcome

- Outcomes may include resolution, recommendations for changes, mediation, or no further action.
- If the employee is not satisfied, they may proceed to the appeals stage.

6. Appeals Process

- An appeal must be submitted in writing within 5 working days of the outcome.
- A senior leader who has not been involved previously will review the case.
- A final grievance appeal meeting will be arranged.
- The final decision will be confirmed in writing within 10 working days and is binding.

7. Confidentiality and Records

- All grievances will be handled with sensitivity and confidentiality.
- Records will be kept securely and in accordance with data protection requirements.
- No employee will suffer any form of detriment for raising a genuine grievance.

8. Monitoring and Review

Grievances are monitored by the Senior Leadership Team to identify trends and promote continuous improvement. This policy is reviewed annually or sooner if required by changes in legislation or guidance.

Approved by: Michelle Howdle