

Grievance Policy and Procedure

Versions Issued

Version No.	Date	Description of Amendment	Approved by:
1.0	15 August 2025	Creation of policy	Andrew Kerr, Chairman

This document is the property of the Sustainable Eel Group. It is effective from the date above.

1.0 Purpose

The objective of this policy and procedure is to provide a structured process to raise, address and resolve any concerns effectively and fairly in the interest of everyone involved.

2.0 Scope

- 2.1 A grievance may be defined as a concern, problem or a complaint raised by an employee, consultant or committee member. Note that complaints and appeals from stakeholders are dealt with separately through the SEG Complaints Procedure.
- 2.2 This policy and procedure apply to all SEG employees, consultants and committee members. Issues that may give rise to grievances include (but are not limited to):
 - Terms and conditions of employment or appointment
 - Health and safety
 - Work relations
 - Bullying and harassment
 - New working practices and working environment
 - Organisational change and discrimination.
 - Equal opportunities and diversity issues
- 2.3 This policy will not be used to raise a complaint on behalf of any employee, consultant or committee member.

3.0 Policy

- 3.1 SEG is committed to ensuring a fair and transparent working environment where employees, consultants and committee members feel valued and heard. If you feel dissatisfied with any matter relating to your employment, contract or appointment, SEG will aim to settle this grievance in a fair, consistent, and timely manner.
- 3.2 No employee, consultant or committee member will be subjected to any detriment for raising a genuine grievance.
- 3.3 If at any stage you require additional support or clarification, you are encouraged to seek guidance from a delegated, responsible person.

- 3.4 This policy is in line with UK employment law [what about EU?] and best practices to ensure a positive and inclusive workplace for all employees.
- 3.5 All grievances will be taken seriously and handled without unreasonable delay. No decisions will be taken until a reasonable investigation to establish the facts has taken place.

4.0 Procedure

4.1 Informal resolution

SEG encourage employees, consultants and committee members to raise any concerns informally in the first instance. Informal discussions with your immediate manager, committee chair or delegated or responsible person can often resolve issues without the need for formal proceedings. However, if the grievance is not resolved informally or if you prefer to escalate the matter formally, you should submit a written grievance.

4.2 Raising a Formal Grievance

If you have a grievance related to your work, you should raise the matter with the designated person as specified in your terms of appointment. Your grievance should be submitted in writing, clearly outlining the nature and extent of your concerns.

Upon receipt of your grievance, you will be invited to a meeting at a reasonable time and location to discuss and investigate the issue. You must make all reasonable efforts to attend this meeting. A decision will be communicated to you in writing, normally within ten working days of the meeting, including details of your right to appeal if you are not satisfied with the outcome.

4.3 Appeal Process

If you wish to appeal the decision, you must notify your line manager or delegated/responsible person in writing within five working days of receiving the decision. A further meeting will be arranged, which you must make all reasonable efforts to attend. Wherever possible, this meeting will be conducted by a more senior person than the one who attended the initial grievance meeting, unless the most senior person was involved in the initial process.

Following the appeal meeting, you will receive a written response outlining the final decision, normally within ten working days. This decision will be final.

4.4 Right to be accompanied

You have the right to be accompanied at any stage of the grievance procedure by a fellow colleague, committee member or consultant. The accompanying person may act as a witness or speak on your behalf to clarify your concerns. This applies to the person:

- Who has raised the grievance.
- Who is the subject of the grievance.
- Who is a witness during the investigation.

5.0 Confidentiality

- 5.1 All grievances will be kept confidential as far as possible. All participants in a grievance procedure, including those accompanying employees, committee members or consultants are required to keep the matter confidential. Any breach of this confidentiality without a good reason may result in a disciplinary action.

- 5.2 When handling grievance, SEG will carefully consider on a case-by-case basis what information is necessary to disclose to participants in the grievance process. Where possible, SEG will seek to obtain consent to the disclosure of information prior to proceeding.

6.0 Record Keeping

- 6.1 Records will be kept at each stage of the grievance process including (but not limited to):
- A copy of the written grievance
 - Management response
 - Investigation
 - Any actions taken with timescale and reasons for the action taken
 - Whether there was an appeal, if so the outcome
 - Records of any meeting