

## Grievance policy

Most grievances can be resolved quickly and informally through discussion with a manager. If this does not resolve the problem the employee should initiate the formal procedure set out below.

### Step 1: Written grievance

You should put your grievance in writing and submit it to your line manager. If your grievance concerns your line manager you may submit it to the CEO or the Chair.

The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it. You should stick to the facts and avoid language that is insulting or abusive.

### Step 2: Meeting

We will arrange a grievance meeting, normally within one week of receiving your written grievance. You may bring a companion to the meeting if you make a reasonable request in advance and tell us the name of your chosen companion. The companion may be either a friend or a colleague. If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.

IMPRESS may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened. IMPRESS will write to you, usually within one week of the last grievance meeting, to confirm our decision and notify you of further action that we intend to take to resolve the grievance. IMPRESS will also advise you of your right of appeal.

### Appeals

If the grievance has not been resolved to your satisfaction you may appeal in writing to the CEO or Chair, where the CEO is conflicted, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.

IMPRESS will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with, if possible, by a more senior manager who has not previously been involved in the matter. You will have a right to bring a representative of your choice.

IMPRESS will confirm our final decision in writing, usually within one week of the appeal hearing. There is no further right of appeal.

Approved by the Board	22/01/19	Last updated	
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