



PYRAMID

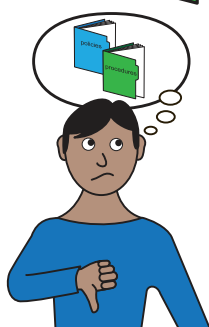
# Accessibility Statement

policies and procedures



**Our 'policies and procedures' are the rules about how we do things at Pyramid.**

Following our policies and procedures helps to keep everybody safe.



The policies and procedures also tell us what to do if something goes wrong.

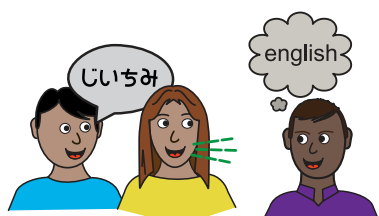


It is important that everybody at Pyramid can access and understand our policies and procedures.

**The office team can help with this.**



Please contact us if you would like support to read or understand this policy.



We can meet with you to talk about it. Or we can provide information in different format / language to suit your needs.



phone: **0113 234 6040**  
text: **07531 215 999**  
email: **[governance@pyramid.org.uk](mailto:governance@pyramid.org.uk)**

## Grievance Procedure

This procedure is for people who have an employment contract or a contract for services with Pyramid. Please see the Compliments and Complaints Procedure if you want to raise an issue but you're not a contracted worker.

It is very important to Pyramid that if a worker is dissatisfied, they have an effective way to raise the issue and find a resolution. If an issue cannot be solved informally between a worker and their manager, this procedure explains what to do.

Key terms / words	Please use the <b>glossary of policy terms</b> for definitions of key terms used in our policies and procedures.
Clarifications	The term 'worker' is used in this policy to refer to anyone doing work for Pyramid, whether it is as an worker or in a freelance capacity.
Who does this policy / procedure apply to?	Workers, freelance workers (i.e. people who are paid by Pyramid and have an employment contract or a contract for services).
Related policies and procedures	
Who is responsible for this document?	<p>The Operations Manager is responsible for making sure that this document is kept up-to-date with accurate information, and that it is made available to anyone who wants to read it.</p> <p>The Board of Trustees have a legal responsibility to ensure that Pyramid has appropriate policies and procedures in place.</p>
When was this document last checked?	<p>The Trustees review all Pyramid policies and procedures on a rolling basis, and more often as required (for example, if there is a change in the law, or an incident review).</p> <p>This document was last checked by the Trustees on 17 October 2022</p>
Who to contact	<p>If you have a question about this policy, or need support to understand it, please contact the Operations Manager.</p> <p><b>Email</b> governance@pyramid.org.uk</p> <p><b>Phone</b> 0113 234 6040</p>

## **All stages of the Grievance Procedure and any written records are strictly confidential.**

### **Stage 1 – Letter**

The worker should put their grievance in writing.

The letter can be sent to the worker's line manager / assignment manager, the Director, or the Chair of the Board of Trustees as appropriate.

The letter must give enough information for the grievance to be investigated.

### **Stage 2 – Meeting**

Pyramid will investigate the grievance and to invite the worker to a formal grievance hearing (a meeting).

The grievance hearing will take place somewhere private, and is usually held in the worker's normal working hours.

The worker can choose to be accompanied by a colleague or a trade union official or representative (a 'companion').

Pyramid will:

- Make a full written record of the grievance and the meeting
- Provide a decision about the grievance in writing to the worker and their representative within 10 working days

### **Stage 3 - Appeal**

If the worker wishes to appeal against the decision, they should notify Pyramid within 5 working days.

The worker (and their companion) will then be invited to a further meeting.

If possible, someone more senior than those in attendance at the stage 2 meeting will attend the appeal meeting (e.g. a Trustee).

Pyramid will provide a final decision about the grievance in writing to the worker and their companion within 10 working days.

## Notes

The Employment Relations Act 1999 is a law that includes rules about grievance procedures, including the following:

- If the worker's chosen companion is not available on the day of a grievance hearing, the worker can ask for the meeting to be moved up to five working days
- If Pyramid's meeting representative (usually a senior manager) is not available, they can authorise another member of staff or Trustee to replace them. However, the worker can ask for the grievance hearing to be delayed until their return instead.
- It is important to complete the grievance procedure within a reasonable time. Sometimes it might be necessary to take longer than it says in this policy, for example if a detailed investigation is needed. Pyramid will tell the worker if there is going to be a delay in responding to their grievance.

Please see <https://www.acas.org.uk> for more information on grievance procedures.