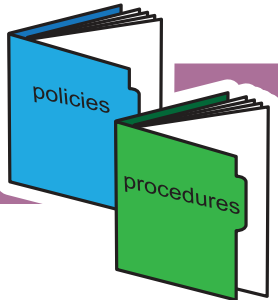


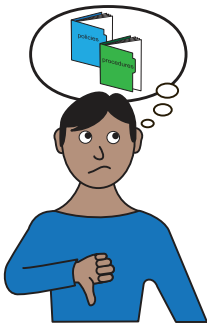


policies and procedures

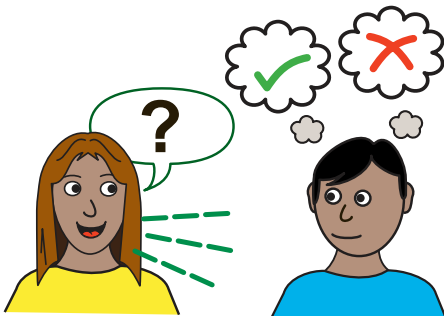


**Our 'policies and procedures' are the rules about how we do things at Pyramid.**

Following our policies and procedures helps to keep everybody safe.

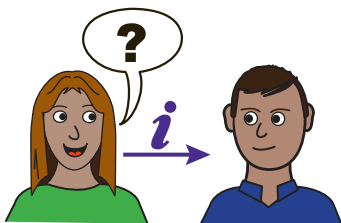


The policies and procedures also tell us what to do if something goes wrong.

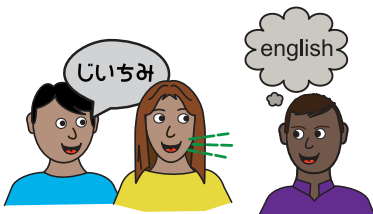


It is important that everybody at Pyramid can access and understand our policies and procedures.

## 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: **info@pyramid.org.uk**



# PYRAMID

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## Grievance Procedure

This procedure is for people who work for Pyramid. Please see the Compliments and Complaints Procedure if you want to raise an issue but you're not an employee.

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

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

### Stage 1 – Letter

The employee should put their grievance in writing.

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

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

### Stage 2 – Meeting

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

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

The employee 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 employee and their representative within 10 working days



### Stage 3 - Appeal

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

The employee (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 employee 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 employee's chosen companion is not available on the day of a grievance hearing, the employee 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 employee 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 employee 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.