

How to raise a grievance

If you have a problem or difficulty at work, any stakeholder or partner can talk to or write a message to their line manager, main Platypus contact or any other colleague. This is also known as a grievance.

If more than one person has the same problem, tell a manager or the managing director. They will try to solve the problem with you.

We use the grievance procedure to deal with problems that we can't resolve informally.

If you use this procedure, a colleague or trade union representative can accompany you to any meetings.

What to do if you have a grievance

In the first instance you should notify your manager that you have a formal grievance. Write to them with full details.

You can write to another manager if your manager is the subject of the grievance. You can also do this if you feel unable to raise the grievance through your manager because the grievance is of a sensitive nature.

We will arrange a meeting to hear your grievance and then we will investigate the circumstances and allegations.

Your manager will usually hear the grievance. If they are the subject of the grievance, an independent manager / consultant will hear the grievance.

The hearing manager will then decide how to resolve the grievance. We will try to tell you this at the end of the grievance hearing. If this is not possible, we will meet with you again to tell you what steps we will take.

Appeal

If you don't feel that we have resolved the grievance, you can appeal in writing to the manager of the person who heard the grievance. This may be an external consultant if needed.

Include the full reasons for the appeal.

That person will look at the documents from the original grievance and your appeal. They will arrange to meet you to hear your appeal and investigate if needed.

You will receive the outcome to your appeal in writing.

The decision of the grievance appeal hearing is final. There is no further right of appeal.

Timescales

All grievances are different and so can take varying amounts of time to resolve.

We will ensure your grievance is heard without delay and dealt with within a reasonable time.