

# Grievance Policy and Procedure

## Introduction

At Platypus Digital, we believe in creating an open, supportive work environment where everyone feels confident raising concerns. This policy outlines our comprehensive approach to handling workplace grievances, ensuring all issues are addressed fairly, promptly, and with appropriate confidentiality.

We accept grievances related to working conditions, professional relationships, contract terms, discrimination, harassment, ethical concerns, and any other work-related issues affecting wellbeing or performance. Each grievance will be evaluated against these criteria to determine if it falls within the scope of this policy.

## Scope and purpose

This policy applies to all individuals working for or with Platypus Digital, including:

- Permanent employees
- Fixed-term contractors
- Freelancers and consultants
- Agency workers
- Clients and partners
- Other stakeholders affected by our operations

The policy aims to:

- Provide clear channels for raising concerns
- Ensure fair and consistent handling of all grievances
- Promote prompt resolution of workplace issues
- Maintain appropriate confidentiality
- Protect those raising legitimate concerns
- Support ongoing workplace improvement

## Raising a grievance

Available channels

We offer multiple ways to raise a grievance:

- **Email**
  - Direct email: [grievance@platypusdigital.com](mailto:grievance@platypusdigital.com)
  - Monitored during business hours
  
- **In-person**
  - Schedule a meeting with your line manager
  - Or speak to other senior managers
  - Option to bring a support person
  - Private meeting spaces guaranteed
  
- **Written**
  - Submit a formal letter
  - Send to a line manager or senior management
  - Postal and hand-delivery accepted

Information to include

When raising a grievance, please provide:

- Clear description of the issue
- Dates and times of relevant events
- Names of individuals involved
- Any supporting evidence
- Previous attempts to resolve the matter
- Your desired outcome
- Preferred contact method

## Grounds for grievances

Acceptable grounds

We accept grievances relating to:

- **Working conditions**

- Physical workspace
- Equipment and resources
- Working hours and patterns
- Remote working arrangements
- Health and safety concerns

- **Professional relationships**

- Management issues
- Colleague interactions
- Team dynamics
- Communication problems
- Workplace conflict

- **Employment terms**

- Contract interpretation
- Role responsibilities
- Pay and benefits
- Leave entitlements
- Working arrangements

- **Ethical concerns (also see our whistleblowing policy)**

- Professional conduct
- Policy compliance
- Legal obligations
- Industry standards
- Environmental impact

- **Discrimination and harassment**

- Protected characteristics
- Bullying behavior
- Unfair treatment
- Workplace inclusion

- Reasonable adjustments

## Grievance procedure

The timelines below are subject to staff absences or other unavoidable circumstances.

### 1. Initial report (days 1-2)

When you submit a grievance:

- You'll receive acknowledgment within 24 hours
- You'll get initial guidance on what happens next
- Any immediate safety measures will be implemented

### 2. Preliminary meeting (days 3-5)

The initial meeting will:

- Discuss your concerns in detail
- Clarify any points from your submission
- Explain the investigation process
- Set expectations and timelines
- Discuss interim measures if needed
- Allow for companion presence
- Document all key points

### 3. Investigation phase (days 6-25)

Our investigation will:

- Gather relevant documentation
- Interview involved parties
- Review applicable policies
- Collect supporting evidence
- Maintain detailed records
- Provide weekly progress updates

### 4. Resolution process (days 26-30)

The resolution phase includes:

- Compilation of findings

- Development of recommendations
- Discussion of proposed solutions
- Agreement on action points
- Implementation planning
- Follow-up scheduling
- Documentation of outcomes

Throughout this process, we are committed to facilitating resolution through mediation, structured conversations, policy review, workplace adjustments, or other appropriate measures depending on the nature of the grievance.

We will always seek solutions that address the underlying issues while being fair to all parties involved.

## Protection measures

### Confidentiality

We ensure confidentiality through:

- Restricted access to case information
- Secure data storage systems on Google Drive
- Password security through LastPass
- Limited distribution of details
- Secure meeting spaces

### Anti-retaliation measures

We protect against retaliation through:

- Clear policy prohibitions
- Active monitoring
- Swift intervention
- Disciplinary consequences
- Support systems
- Career safeguards
- Regular check-ins

## Communication commitment

We are committed to transparent communication throughout the grievance process.

You will receive regular updates at each stage of the investigation, including detailed explanations of findings and outcomes.

If we cannot accept a grievance, we will provide a clear rationale explaining why it falls outside the scope of this policy and suggest alternative approaches.

We will document all communications and share with you to ensure transparency.

## Appeal process

Grounds for appeal

You may appeal if:

- New evidence has emerged
- Procedural irregularities occurred
- The outcome seems disproportionate
- Relevant information wasn't considered
- The policy wasn't properly applied

Appeal procedure

1. Submit written appeal within 10 working days
2. Include specific grounds and evidence
3. Independent reviewer assigned
4. Appeal meeting scheduled
5. Additional investigation if needed
6. Final decision within 15 working days
7. Implementation of any changes

## Monitoring and review

Regular assessment

We conduct:

- Annual policy evaluation
- Staff feedback surveys

- Outcome tracking
- Pattern identification
- Improvement planning

## Documentation

We maintain:

- Case records
- Investigation files
- Meeting minutes
- Action plans
- Follow-up reports
- Annual summaries

## Support services

### Internal support

Available resources that we may use include:

- HR guidance
- Employee assistance program
- Occupational health services
- Mediation services
- Training programs
- Therapy

### External support

Where needed, we can refer to:

- Professional counselors
- Legal advisors
- Industry specialists
- Union representatives
- Support organisations
- Mediation services
- Health professionals

## Contact Information

## Key contacts

- Your line manager
- Managing Director - Matt Collins - [matt@platypusdigital.com](mailto:matt@platypusdigital.com)
- Chief Operating Officer - Will Cardy - [will@platypusdigital.com](mailto:will@platypusdigital.com)