

Grievance Policy



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Key Contact(s) for this policy:

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Dealing with grievances informally

SP Tutors believes that dealing with any concerns or complaints as soon as they arise is best for everyone involved. If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager/account lead. You may be able to agree a solution informally between you. If the matter concerns your manager/ account lead you can raise it to the Operations Manager or HR and they will try to resolve the matter informally in the first instance.

Formal grievance

If the matter is serious, and/or you wish to raise the matter formally, you should set out the grievance in writing to your manager/ account lead. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager/ account lead and you feel unable to approach him or her you should talk to the Operations Manager or HR.

Grievance hearing

Your manager/ account lead will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or support person. The role of this person is not to speak for you but to support you, and may take notes.

After the meeting, you will be given the decision in writing, normally within 24 hours.

If it is necessary to gather further information before making a decision, you will be informed of this and the likely timescale involved.

Appeal

If you are unhappy with the decision and you wish to appeal, you should let your manager/ account lead know in writing.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a more senior manager. You have the right to be accompanied by a colleague or support person.

After the meeting the manager will give you a decision, normally within 24 hours. The manager's decision is final.

Related Policies: Whistleblowing & Allegations Policy