

Pgogy Webstuff Ltd.

Registered company number: 10681846

Grievance Policy

Version 1.0

Last updated 29 January 2024

Dealing with grievances informally

If you have a grievance or complaint about your work or someone you work with you should start by speaking with the Director wherever possible. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to the Director. You should keep to the facts and avoid, as far as practicable, language that is insulting or abusive.

If your grievance is against the Director and you feel unable to approach them, you should raise it with the Head of Sustainability, Strategy, and Scale.

Grievance hearing

The Director will call you to a meeting, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative.

After the meeting the Director will give you a decision in writing, usually within two working days.

If the Director needs more information before making a decision, they will inform you of this and the timescale.

Appeal

If you are unhappy with the decision on your grievance you can raise an appeal. You should tell the Director.

You will be invited to an appeal meeting, normally within 5 working days. You have the right to be accompanied by a colleague or trade union representative.

After the meeting you will be given a decision, usually within two working days. This decision is final.