TAKE 1 STUDIOS

Grievance Policy

REVIEW DATE 19/08/2027

Policy Owner	Proprietor
Approved by:	Proprietor/Board
Effective From:	Sept 2027
Review Date:	Aug 2027
Applies To:	All employees of Take 1 Studios

1. Purpose

This policy provides a clear and fair process for employees to raise concerns relating to their employment. Take 1 encourages open communication and aims to resolve issues informally wherever possible. Where informal resolution is not successful or appropriate, a formal grievance process is available.

2. Principles

Take 1 is committed to:

- Resolving concerns promptly and fairly
- Encouraging informal resolution first
- Ensuring employees are not victimised for raising a grievance
- Following ACAS best practice
- Handling grievances objectively and without bias
- Providing a clear route for appeal

This policy does not form part of any employee's contract of employment.

3. What is a Grievance?

A grievance is any concern, problem or complaint an employee wishes to raise about:

- Treatment by managers or colleagues
- Working conditions or environment
- Working relationships
- Changes to duties or responsibilities
- Health and safety concerns
- Pay or terms and conditions
- Unfair treatment
- Any workplace issue affecting the employee personally

Grievances are **not** whistleblowing concerns. Whistleblowing relates to issues in the public interest (e.g., safeguarding, fraud, criminal activity).

4. Informal Resolution

Most issues can be resolved informally.

Employees should:

1. Raise the concern with their line manager.
2. Explain the issue clearly and honestly.
3. Work together to find a solution.

Managers should:

1. Listen to the concern and take it seriously.
2. Explore the issue and identify possible solutions.
3. Encourage open communication.
4. Seek advice from a Head of Department or SLT where needed.

If the grievance is about the line manager, the employee should raise it with a Head of Department or a member of SLT.

5. Formal Grievance Process

If informal resolution is not successful or appropriate, the employee may raise a formal grievance.

Step 1 - Submit the Grievance

The employee must submit the grievance **in writing** to their line manager or a Head of Department. If the grievance concerns a Head of Department or SLT, it should be submitted to the Proprietor. If the grievance concerns the Proprietor, it should be submitted to the Board.

The written grievance should include:

- a clear summary of the complaint
- relevant dates, events or people involved
- any supporting evidence
- steps already taken to resolve the issue
- the desired outcome

Step 2 - Acknowledge and Assign a Hearing Manager

The grievance will be acknowledged promptly. An appropriate manager (with no prior involvement) will be appointed to hear the grievance.

Step 3 - Formal Grievance Meeting

A meeting will be arranged as soon as reasonably possible.

The employee:

- will explain their grievance
- may be accompanied by a colleague or trade union representative
- may present evidence

A note-taker may be present.

Step 4 - Investigation

The hearing manager may:

- interview witnesses
- review documents
- gather evidence
- consult SLT or HR advisors
- request additional information

The investigation will be proportionate to the issue raised.

Step 5 - Outcome

Once the investigation is complete:

- an outcome meeting will be held
- the employee will receive a written decision
- actions or recommendations will be explained

Possible outcomes include:

- grievance upheld
- grievance partially upheld
- grievance not upheld
- mediation recommended
- changes to working arrangements
- training or support for staff
- no further action

6. Appeal

Employees have the right to appeal the outcome.

Appeals must be submitted **in writing within seven days** of receiving the decision.

The appeal should explain:

- Why the employee disagrees with the outcome
- Any evidence not previously considered
- What outcome they are seeking

A manager with no prior involvement will hear the appeal. The appeal decision is final.

7. Mediation

Where appropriate, mediation may be offered. Mediation is voluntary and aims to resolve issues through facilitated discussion. It may be provided internally or by an external mediator.

8. Confidentiality

All grievance matters will be handled sensitively and confidentially. Information will only be shared with those involved in investigating or resolving the grievance.

9. Protection from Victimisation

Employees will not be treated unfairly for raising a grievance. Any retaliation will be treated as misconduct.

10. Record Keeping

Records will be kept securely, including:

- Grievance submission
- Meeting notes
- Investigation findings
- Outcome letters
- Appeal decisions

Records will be retained in line with data protection requirements.

11. Review

This policy will be reviewed annually or sooner if:

- Legislation changes
- Organisational structure changes
- ACAS guidance changes
- Significant grievance issues arise