

Employee Complaint Policy

1. Introduction

- 1.1 Bristol Together CIC is committed to fostering an inclusive, respectful, and supportive work environment. We recognise that from time to time, employees may have concerns or complaints about their work, colleagues, or conditions of employment. This Employee Complaint Policy outlines the procedures for raising and addressing complaints in a fair and timely manner.

2. Purpose

- 2.1 Provide a clear and fair process for employees to raise complaints.
- 2.2 Ensure that complaints are addressed promptly, thoroughly, and confidentially.
- 2.3 Promote a positive and supportive work environment.

3. Scope

- 3.1 This policy applies to all employees, contractors, and other individuals representing Bristol Together CIC.

4. Types of Complaints

- 4.1 Workplace bullying or harassment
- 4.2 Discrimination
- 4.3 Work conditions
- 4.4 Conflicts with colleagues or supervisors
- 4.5 Breach of company policies

5. Policy Statement

- 5.1 Encouraging employees to raise complaints without fear of retaliation.
- 5.2 Treating all complaints seriously and addressing them promptly.
- 5.3 Ensuring confidentiality throughout the complaint process.
- 5.4 Resolving complaints through a fair and transparent process.

6. Procedure for Raising a Complaint

- 6.1 Informal Resolution

- 6.11 Employees are encouraged to first attempt to resolve complaints informally by discussing the issue directly with the person involved or with their immediate supervisor.
- 6.12 If the complaint is resolved informally, no further action is required, but the employee may document the resolution for their records.
- 6.2 Formal Complaint
- 6.21 If the complaint cannot be resolved informally or the employee prefers a formal approach, the following steps should be taken:
- 6.22 Step 1: Submission
- The employee should submit a written complaint to their immediate supervisor or the managing director. The complaint should include:
- A detailed description of the issue.
 - Names of individuals involved.
 - Any relevant dates and times.
 - Any supporting evidence or documentation.
- 6.23 Step 2: Acknowledgement
- The complaint will be acknowledged in writing within five working days of receipt.
- The employee will be informed about the process and the expected timeline for resolution.
- 6.24 Step 3: Investigation
- An impartial investigator will be assigned to conduct a thorough investigation of the complaint.
- The investigation may include interviews with the complainant, the person against whom the complaint is made, and any witnesses.
- All parties involved will have the opportunity to present their side of the story.
- 6.25 Step 4: Resolution
- Based on the findings of the investigation, a decision will be made regarding the complaint.

Possible outcomes may include mediation, disciplinary action, or other appropriate measures.

The employee will be informed of the outcome in writing within a reasonable timeframe.

6.26 Step 5: Appeal

If the employee is not satisfied with the outcome, they may appeal the decision in writing to senior management or the board of directors within ten working days.

The appeal will be reviewed, and a final decision will be communicated to the employee in writing.

7. Confidentiality

7.1 All complaints and investigations will be handled with the utmost confidentiality.

7.2 Information will only be shared with individuals directly involved in the investigation and resolution process.

8. No Retaliation

8.1 Employees who raise complaints in good faith will not be subject to retaliation.

8.2 Any act of retaliation will be treated as a serious violation of company policy and may result in disciplinary action.

9. Responsibilities

9.1 Supervisors:

9.11 Ensure employees are aware of this policy and the procedures for raising complaints.

9.12 Address complaints promptly and fairly.

9.13 Maintain confidentiality throughout the complaint process.

9.2 Employees

9.21 Raise complaints in good faith and provide all relevant information.

9.22 Participate in the complaint resolution process as required.

9.23 Refrain from retaliating against individuals who raise complaints.

9.3 Management

- 9.31 Provide guidance and support to employees and supervisors regarding the complaint process.
- 9.32 Oversee the investigation and resolution of complaints.
- 9.33 Ensure compliance with this policy.

10. Review

- 10.1 This Employee Complaint Policy will be reviewed annually or as needed to ensure its effectiveness and compliance with legal requirements.

Paul Morgan, Managing Director

Bristol Together CIC

For any questions or concerns related to this Employee Complaint Policy, please contact Paul Morgan at paulmorgan@bristoltogether.co.uk.

Review Cycle:	Date of Review:	Reviewed by:	Next Date of Review:
Annual	01/08/2024	Paul Morgan – Managing Director	01/08/2025