



GRIEVANCE POLICY

Reviewed by	Paul Shepherd
Signed off by	Gary Whaites
Date	February, 2026
Review Date	February, 2027

NSPP Grievance Policy

Date Reviewed: February 2026

Next Review: February 2027

Lead Responsible: Paul Shepherd

1. Policy Statement

NSPP is committed to dealing with workplace concerns fairly, promptly and consistently. We want concerns to be raised early, handled properly, and resolved wherever possible without unnecessary formality.

This policy gives employees a clear route to raise concerns about their work, working relationships, treatment, or working conditions. It follows the principles of the Acas Code of Practice on disciplinary and grievance procedures and is intended to support fair and reasonable handling of workplace concerns.

This policy aligns with:

- Employment Rights Act 1996
- Acas Code of Practice on disciplinary and grievance procedures
- Equality Act 2010
- UK GDPR and Data Protection Act 2018 where personal data is involved
- NSPP employment, safeguarding and learner support responsibilities

2. Scope

This policy applies to all NSPP employees. It may also be used as a guide when dealing with concerns raised by workers, contractors, volunteers, or other individuals working on behalf of NSPP, where appropriate.

This policy is for personal workplace concerns. It is not normally used for whistleblowing, safeguarding disclosures, data protection complaints, learner complaints, or appeals against disciplinary decisions. Those matters should be handled under the relevant policy, although NSPP will make sure concerns are routed correctly if the wrong policy is used.

3. Examples of Grievances

Examples of issues that may be raised under this policy include:

- Working conditions or workload concerns
- Treatment by a manager, colleague, learner, employer partner or third party
- Bullying, harassment, discrimination or victimisation
- Pay, hours, duties or contractual concerns
- Concerns about the application of company policies or procedures
- Concerns about health, safety or wellbeing at work

4. Informal Resolution

Where appropriate, employees are encouraged to raise concerns informally first, usually with their line manager or a Director. Many issues can be resolved quickly through a practical conversation before the matter becomes formal.

Informal resolution is not required where the matter is serious, sensitive, involves the employee’s manager, or the employee does not feel safe or comfortable raising it informally.

5. Raising a Formal Grievance

A formal grievance should be raised in writing and should include:

- The nature of the concern
- Relevant dates, people involved and any evidence available
- What informal steps have already been taken, if any
- The outcome the employee is seeking

Formal grievances should normally be sent to:

- Paul Shepherd, Director - paul.shepherd@nspp.co.uk
- Angela Black, Director - angela.black@nspp.co.uk

If the grievance relates to one of the above individuals, the employee should send it to the other Director or another member of the Senior Management Team. Where needed, NSPP may appoint an independent person to review or investigate the matter.

6. Grievance Procedure

Stage	Action	Indicative Timescale
1. Acknowledgement	The grievance is acknowledged and the appropriate route is confirmed.	Normally within 3 working days
2. Initial Review	NSPP decides whether the matter should be handled under this policy or another relevant procedure.	Normally within 5 working days
3. Investigation	Relevant information is gathered, including documents, witnesses, records, or external HR/legal advice where needed.	As soon as reasonably practical
4. Grievance Meeting	The employee is invited to explain the concern, evidence, witnesses, and outcome sought.	Without unreasonable delay
5. Written Outcome / Appeal	NSPP confirms the decision, reasons, actions and appeal rights in writing. Appeal outcome is final.	Outcome normally within 10 working days; appeal within 5 working days

7. Investigation

NSPP may carry out an investigation before a grievance meeting. The level of investigation will depend on the nature and seriousness of the concern.

The person investigating should be impartial and should not normally be the subject of the grievance. Where NSPP cannot identify a suitable internal person, an external adviser may be used.

8. Grievance Meeting

The employee will be invited to a grievance meeting without unreasonable delay. The meeting is an opportunity for the employee to explain their concerns, provide evidence, identify witnesses, and explain the outcome they are seeking.

The employee has the right to be accompanied by a work colleague or trade union representative. The companion may address the meeting and confer with the employee but may not answer questions on the employee's behalf.

If the employee or their companion cannot attend, NSPP will try to rearrange the meeting to a reasonable alternative date, normally within 5 working days where possible.

9. Outcome

Following the meeting and any further investigation, NSPP will provide a written outcome. If more time is needed, NSPP will explain the reason for the delay and give a revised timescale.

The outcome may include:

- The grievance being upheld, partially upheld, or not upheld
- Actions NSPP will take to resolve the issue
- Recommendations for improved working arrangements, communication, training or management practice
- Confirmation of any matter being referred to another process, such as disciplinary, safeguarding or whistleblowing procedures
- The employee's right of appeal

10. Appeal

If the employee is not satisfied with the outcome, they may appeal in writing within 5 working days of receiving the decision. The appeal should explain the grounds for appeal, for example:

- Relevant evidence was not considered
- The procedure was not followed properly
- The decision was unreasonable based on the evidence available
- New evidence has become available

Where possible, the appeal will be heard by someone not previously involved in the matter. A written appeal outcome will normally be issued within 10 working days of the appeal meeting. The appeal decision is final.

11. Grievances Raised During Disciplinary Action

If a grievance is raised during a disciplinary process, NSPP will consider whether the disciplinary process should be paused while the grievance is dealt with. In some cases, both matters may be connected and can be dealt with together where this is fair and practical.

12. Confidentiality and Records

Grievances will be handled confidentially as far as reasonably possible. Information will only be shared with those who need to know to investigate, respond, or comply with legal or contractual duties.

Records of grievances, investigations, meetings and outcomes will be kept securely in line with NSPP's Data Protection Policy and retention requirements.

13. Protection from Victimisation

Employees must not suffer victimisation, retaliation or disadvantage because they have raised a grievance in good faith or supported someone else's grievance. Any such conduct may be treated as a disciplinary matter.

14. Malicious or Vexatious Grievances

NSPP will take genuine concerns seriously. However, grievances that are knowingly false, malicious, or deliberately vexatious may be dealt with under the Disciplinary Policy.

15. Reasonable Adjustments

NSPP will consider reasonable adjustments to support employees in using this procedure, including adjustments linked to disability, language, mental health, literacy, working patterns or other individual needs.

16. Linked Policies

- Disciplinary Policy
- Whistleblowing Policy
- Safeguarding and Child Protection Policy
- Equality and Diversity Policy
- Data Protection Policy
- Complaints Procedure

17. Policy Review

This policy will be reviewed annually by the SMT, or earlier if there are changes in employment law, Acas guidance, funding requirements, or NSPP's operating arrangements.

For grievance-related questions, contact:
Paul Shepherd – paul.shepherd@nspp.co.uk