



## GRIEVANCE PROCEDURE

This Grievance Procedure (the "Procedure") is intended as a tool by which a member of staff, employed or freelance, may formally have a grievance, regarding any condition of their employment, heard by the management of Packed Lunch Productions (the "Organisation"). The aggrieved employee has the right to representation by a trade union representative or a colleague.

In the event a member of staff wishes to raise a grievance, it is preferable the grievance be satisfactorily resolved as close to the individual, either with their colleague or the manager by whom they are aggrieved, or with a separate manager who may be able to find a resolution. It is understood that these solutions are not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters.

Time scales have been fixed to ensure grievances are managed expediently and efficiently; however, these may be extended by agreement.

A copy of the Procedure will be made available to all employed and freelance staff within the Organisation and to individuals on request, and located on the webpage. Any questions about the procedure may be directed to the Senior Leadership.

The Procedure may be amended by the Organisation at any time and is set for at least annual review.

## THE PROCEDURE

A staff member who has a grievance should raise the matter verbally or in writing with their line manager immediately. If the grievance concerns the line manager themselves it should then be taken to their line manager or, if not possible, to the Trustees.

If the manager is unable to resolve the matter at that time, a formal written grievance letter should be submitted by hand, email or post, specifying:

- to whom the issue is being addressed;
- by whom it is being raised and their role in the Organisation;
- the date the formal grievance is being raised; and
- details of the grievance, with specific reference to the 'wish to take out a formal grievance against [name] in line with Packed Lunch Productions' Grievance Procedure.'



The manager is obliged to respond within two working days, unless an extended period of time is agreed upon by both parties, and the response will give a full written explanation of their decision.

### MONITORING

The Organisation will monitor the effectiveness of the Policy and review it from time to time in order to ensure it is achieving its objectives and is in line with UK law and international conventions. Information collected for monitoring purposes will be treated as confidential and will not be used for any other purpose.

### CONTACT US

For more information about our equal opportunities practices or if you have questions please email at [hello@packedlunch.org](mailto:hello@packedlunch.org) or write to Packed Lunch Productions, 7 Cooper's Yard, London SE19 1TN, United Kingdom

Implemented: May 2022

Updated: May 2023

Next scheduled review: May 2024