

Resolving Issues at Work Policy

July 2024





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Issue Control Sheet

Issue Record Sheet		
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1. Purpose

At Speedy Hire, we understand the importance of listening to any colleague that may have issues or concerns whilst at work. Creating a positive working environment free from any conflict helps us to achieve business success and ensures that Speedy is a great place to work and to do this, we want everybody to be open and honest about any concerns that they do have, so we can always resolve these in the right way.

This policy applies to everybody employed by Speedy Hire and sets out how we will manage any concerns raised, informally or formally, to ensure we are always fair and consistent with our approach. You will find additional information within our People Policies – Colleague Support Pack or you can contact the People Team.

2. The Informal Route

Most of the time, any issues at work can be resolved quickly and effectively with the right communication. If you have a concern at work, we will always encourage you to raise this informally with your manager first. If for any reason you cannot speak to your manager, you can raise this with a more senior manager or seek advice from the People Team.

It may be appropriate in some circumstances to use mediation to resolve the issue. This is where everyone involved sits together to 'clear the air' and prevent the situation escalating further.

The manager you raise your concern with will explain the best way to handle the situation and will support this process. Depending on the nature of your concern, they may document this along with any agreed outcomes and place it on your personnel file, in the event any concerns resurface in the future, and we need to refer to previous matters.

3. The Formal Route

If you are not satisfied with the outcome of raising your concern informally, you can raise it via a formal route. To do this, you should write a letter to your manager explaining the situation and how you would ideally like this resolved.

We understand that writing this type of letter can sometimes be difficult, so include as much information as possible to support the nature of your concerns. You could include specific dates and times, the names of any key witnesses and any relevant supporting documentation. You should also include your desired outcome, as this will support the manager in resolving your concern in the best possible way.

4. Potential Outcomes

Following the meeting, the manager will undertake any necessary investigations to help make their decision, then they will confirm their outcome to you. This may be in a follow up face to face meeting but will always be confirmed in writing.

There are usually three outcomes:

1. They agree with your concerns and can resolve these appropriately.
2. They agree with some aspects of your concerns but not all.
3. They do not agree and will explain why.

All outcomes will be supported with explanations on how the decision was made and any recommendations moving forward (if appropriate).

5. Collective Concerns

If two or more colleagues are concerned about the same thing at work, this can be raised as a collective issue rather than numerous individual ones.

Colleagues cannot raise a collective concern (grievance) about any issue that has already been raised formally and previously dealt with as part of this policy.

6. Appealing the Decision

Hopefully, you will be satisfied with the outcome of your grievance, however if for any reason you aren't, you have the right to appeal.

Any appeal should be made in writing to the appeals manager, within 7 calendar days of receiving your outcome letter. The appeals manager will be detailed on the letter.

There are three reasons that allow you to appeal the outcome:

1. You have further evidence or would like to submit evidence that was previously missed.
2. You believe the grievance process and/or procedure was not followed correctly.
3. You don't feel the final decision was appropriate to the situation.

The appeal manager will be completely impartial and may ask further questions to help them understand the situation in more detail to ensure they reach an appropriate conclusion.

Their decision will normally be confirmed in writing within 10 days from the meeting date and once an appeal outcome has been issued, there is no further right to appeal.

7. Confidentiality

We understand how important it is to deal with any matters sensitively, fairly, and consistently. All matters will remain confidential or on a need-to-know basis depending on the nature of the issue.

We must however highlight that should any issue be directly related to another colleague; we would need to share the detail with them so that they can have a fair opportunity to respond.

If we need to continue to investigate something as a duty of care or as a legislative requirement, we may have to share the information with external authorities (for example, the Police). In such cases, we will make you aware of this as soon as possible.