


Crystal Health Group

Grievance Procedure

 CRYSTAL Health Group	Document name	Version
	Grievance Policy	v03.11.21

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1. Purpose

This internal grievance procedure provides a means for you, our employees, to raise your concerns with us about work-related problems; such as decisions about pay, benefits and holidays, or about health and safety, or about how you have been treated by a co-worker or manager. The procedure may also be used to raise concerns about incidents of discrimination, harassment or bullying.

2. Scope

The policy applies to all employees of Crystal Health Group.

3. Responsible Person(s)

The Policy Author is responsible for:

- Accuracy, version control and review dates.
- Implementation, training and operational compliance of this Policy.
- Initiating Policy change requests.


The QA representative is responsible for:

- Ensuring adherence to company Policy standards for authoring, content and structure.
- Resolution of Quality Incident reports arising from noncompliance of this Policy or external complaints.

Trained personnel are responsible for complying with all aspects of this Policy.

4. Health & Safety

All tasks and activities associated with this Policy comply with Crystal Health Group's Health & Safety Policy.

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5.1 Dealing with grievances informally

In the first instance, you may seek to resolve matters informally. This is a useful way of resolving some problems quickly and easily. For example, if you are concerned about the behaviour of another person, or about a decision they made, you may prefer to speak to that person directly to explain your concerns and try to work out a satisfactory solution between yourselves. You may also try to do this with the help and support of a co-worker or a manager or supervisor.

If the informal process fails to resolve your problem, you may then try to find a solution through the formal procedure.

There are limits to the informal option. It is unlikely to be suitable for dealing with very serious incidents of misconduct as it will not involve a formal investigation of your concerns or lead to disciplinary action against any other person. In situations where a more in-depth investigation and a disciplinary outcome may be needed, then the formal procedure would be more suitable.

5.2 Dealing with grievances formally.

The formal procedure consists of the following steps:

Step 1 – starting the process

Try to bring the matter to our attention as soon as possible. Do this by informing a Manager or Director of your grievance in writing. Set out brief details of what concerns you and explain how you believe it may be resolved.

Step 2 – invitation to a meeting

On receiving the written notice of the grievance, the relevant manager will invite you to a meeting. We will normally aim to hold the meeting as soon as possible, but otherwise without unreasonable delay.

You will also be informed that you may be accompanied at the meeting by a trade union official or by a co-worker.

Step 3 – the meeting

At the meeting, the relevant manager will seek further information from you. This is your opportunity to give further details about your grievance and to make suggestions for how it may be resolved.

There may also be a need to investigate your grievance further; for example, to interview witnesses or to make other enquiries. If so, the meeting may have to be adjourned to allow for this. The manager may need to speak to you again as the investigation proceeds.

Harassment, bullying or other misconduct allegations


Where the grievance concerns an allegation of harassment, bullying or of other misconduct against another person, you will be informed that that person has the right to a fair hearing, including the right to have an opportunity to defend the allegation.

The manager will also consider and discuss with you whether special measures are required to ensure that you and the other person avoid having further contact with each other while the complaint is being investigated.

Step 4 – meeting the other party (if necessary)

This step will be followed where the grievance concerns an allegation of harassment, bullying or other misconduct against another employee or manager.

Following the meeting with the aggrieved employee, the manager will meet with the other person against whom the complaint is made to:

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- outline the nature of the allegation that has been made;
- confirm that it is being handled as a formal grievance;
- give him or her an opportunity to answer the allegation;
- inform him or her that the matter will be investigated further;
- inform him or her of the next steps under both the grievance and disciplinary procedures and the possible disciplinary action that may be taken should the allegation be proven;
- inform him or her of the need to avoid contact (or, of any steps to be taken to avoid contact) with the aggrieved employee until the matter is resolved.

Step 5 – general notes about interviews and investigations

The manager will carry-out any further investigations that are necessary and will keep detailed and accurate records of all meetings with the aggrieved employee and witnesses and of any other enquiries that are made. The manager will aim to complete the investigation as soon as possible, but otherwise without unreasonable delay.

All witnesses who give information will do so privately and not in the presence of anyone else who was involved in, or who was present during, the events giving rise to the grievance. All information or evidence provided by witnesses will be treated as confidential.

Step 6 – making a decision and informing the parties

Having obtained all relevant information, the manager will consider whether the facts support the grievance and, if so, what disciplinary action, if any, needs to be taken, or whether other action is warranted. The manager will prepare a written report of the investigation and its findings.

As soon as possible afterwards, you will be informed about the outcome of the investigation. This will be done in a meeting, if possible, and will be confirmed in writing.

You will be informed of your right to submit an appeal against the findings in the event that you are not satisfied with the outcome.

Any person affected by the findings of the investigation, particularly any employees against whom allegations of harassment, bullying or other misconduct were made, will be informed about the outcome of the investigation too. This will be done in a meeting, if possible, and will be confirmed in writing.

Step 7 – Appeals

Where the grievance has not been upheld and/or where you are not otherwise satisfied with the outcome, you will have an opportunity to submit an appeal and to attend an appeal meeting.

Inform us of your wish to appeal as soon as possible. Put your request in writing. Set out brief details of the reasons for your appeal.


You will be invited to an appeal meeting. We will normally aim to hold the meeting as soon as possible, but otherwise without unreasonable delay. You may be accompanied at the meeting by a trade union official or by a co-worker.

Where possible, the appeal will be considered by a different manager. If that is not possible, the manager who hears the appeal will try to consider it as impartially as possible.

As soon as possible after the appeal meeting, or otherwise without unreasonable delay, you will be informed of our final decision in writing.

Step 8 – what happens next?

Where the grievance has been upheld, and especially where there has been a finding of harassment or bullying, we will take all reasonably practicable steps to reassure and protect you from further such acts. This may include offering special support or counselling; or, taking disciplinary action against wrongdoers; or, providing appropriate

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training for employees and managers.

Where it was concluded that it is appropriate to take disciplinary action against certain employees, we will implement our formal disciplinary and dismissal procedure against those persons.

5.3 Whistleblowing.

Whistleblowing is the act of disclosing information about wrongdoing in the workplace. This could mean highlighting possible unlawful activities in the organisation, failures to comply with legal obligations, miscarriages of justice or reporting on risks to the health and safety of individuals or to the environment.

Such activities could be a violation of a law, rule or regulation, or a threat to public interest, such as fraud, health and safety violations or corruption.

By “blowing the whistle”, you may highlight illegal activity in the workplace, and you may protect others in future.

It is vital to follow certain steps if you are going to make a claim about an issue concerning you at work, because making such a disclosure is a serious matter.

Normally you would first report the issue internally to your employers before making any disclosure externally. If you are going to blow the whistle, it is vital that you consider the following points carefully.

- What hard evidence do you have to support any claim?
- Are you sure that your concerns could not be raised informally or through the grievance procedure above?
- It would be unusual to raise the issue publicly before raising them with your employer and it is only in certain very limited circumstances that you will be protected if you raise the issue publicly. As a result, it is important to follow the steps above first.

Will you be legally protected if you blow the whistle about an issue at work?

Workers are protected as whistleblowers if they fulfil certain criteria.

“Worker” in this case is widely defined and includes not only employees, but also certain agency workers or people who are not employed, but who are in training with the employer.


Some self-employed people are protected if the work is done in a place not under their control or management.

A whistleblower is legally protected if a disclosure made is about:

- a criminal act;
- a failure to comply with a legal obligation;
- a miscarriage of justice;
- a danger to health and safety;
- damage to the environment;
- an attempt to cover up any of these.

To be protected, you must have a reasonable belief that the information tends to show that one of more of the above has happened, is happening or is likely to happen. You must also have a reasonable belief that the information that you are disclosing is true. If these conditions are met, the disclosure may be a “qualifying disclosures” in terms of the relevant legislation.

For your disclosure to be protected by the law you should make it to the right person, in the right way. If an employment tribunal considers that your disclosure was made in bad faith, it has the power to reduce any

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compensation award by up to 25%.

You will generally be protected if you make your claim to your employer or to another person if you reasonably believe that the relevant failure relates solely or mainly to that person, or is a matter for which that person other than your employer has responsibility.

Disclosures about certain types of matters may also be made to specific bodies, such as the relevant regulatory body.

There may be protection for disclosing the issue to another person in exceptional circumstances – such as where the employee reasonably believes that making the disclosure to their employer means that they will be subject to a detriment or that evidence will be concealed or destroyed; the employee has already made the disclosure to their employer; or where the relevant failure is of an exceptionally serious nature. In such cases the disclosure must not be made for the purposes of personal gain.

Whistleblowing and the law

The Public Interest Disclosure Act 1998 provides legal protection for individuals who disclose information to expose acts such as criminal acts.


6. Version Control

Previous Version	Changes	Last Effective Date
v02.04.18	<ul style="list-style-type: none">Addition of Whistleblowing section 5.3	23/11/2021
v01.07.17	<ul style="list-style-type: none">Review and update to format of policy.Procedure for grievance reviewed and updated to provide an increased level of detail.	04/04/2018
NEW	<ul style="list-style-type: none">N/A	N/A

7. Authorisation

Name John McChrystal Position Director

Signed  Date 11/12/2024

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