

Grievance and Complaints Procedure

At Possible, we operate an open-door policy. We welcome ongoing feedback about your experience as an employee or another stakeholder interacting with us.

It is important that we hear from our clients and other stakeholders on their experience with us. Beyond the client surveys that we deploy at the end of each project, a client or other stakeholder may also send general complaints to hello@bepossible.co.uk, which will be redirected to one of the founders. Client and other stakeholder complaints procedure can be found at the end of this policy.

Employees

If you do not feel comfortable doing this with a line manager, please discuss with a founder. In addition, we will conduct quarterly anonymous staff surveys to check what is going well, and what needs improving.

This grievance procedure can also be found in the staff handbook, for easy access to all employees. The grievance procedure is intended as the tool by which employees may formally have a grievance, regarding any condition of their employment, heard by the management of the company. The aggrieved employee has the right to representation by a professional organisation or a co-worker.

In the event of an employee wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the employee.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

- Dismissal or disciplinary matters
- Disputes, which are of a collective nature

Grievance process

An employee who has a grievance, should raise the matter with their manager immediately either verbally or in writing. The employee will receive an acknowledgement of the grievance, without any prejudgement of its merit. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to their superior. The complaint should be handled within 5 working days with clear communication if it qualifies as a grievance (why or why not), and the resolution being proposed if it is a grievance, or if a resolution cannot be reached and why. The employee can then determine if the resolution satisfies their concern.

If the manager is unable to resolve the matter at that time, then a formal written grievance should be submitted. It will be acknowledged by the manager, reminding the employee of the 10 days to evaluate and reply. The manager should then conduct an investigation regarding the grievance and respond within 10 working days (i.e. the managers normal working days) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the manager's decision including if it qualifies as a grievance or why not, the solutions being put in place for resolution or if this is not possible and why. The employee will have an opportunity to reflect, decide if the resolution meets their expectations, and will receive information on who to appeal to if still aggrieved, and timelines required to meet the appeal criteria.

Appeal process

In most instances the company would expect the manager's decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned.

The appeal, to the manager next in line, must be made within 10 working days of the original response to the employee's formal grievance. The appeal must be in writing and contain the original formal grievance raised. This manager will acknowledge receipt with a reminder of the 7 day timeline and then will proceed with the investigation and potential resolution. A formal response and full explanation on the decision will be given in writing including if it is a grievance or why not, the resolution being put in place, or if one is not possible and why. This will be done within 7 days, along with any further options available to the employee as per below.

There is no further right of appeal. Where however both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

Client and other stakeholder Grievance and Complaints

Where possible, we will resolve the grievance or complaint to the satisfaction of the complainant. Where this is not possible, we will give a clear and reasoned response to their complaint.

Once a complaint is received, it will be acknowledged by Possible with identification of the complaint as a Type 1 or Type 2. If your complaint is found to be valid, we will take appropriate steps to remedy the situation. We will follow up to ensure satisfaction and address any further concerns.

Type 1 - If the complaint is straightforward and an investigation is not needed, the stakeholder will receive a resolution within 5 working days. A resolution could be an apology and course correction going forward.



Type 2 – if the complaint is more complex, an investigation will be conducted by a neutral party within the organization. A neutral party is someone who has not been involved with the stakeholder. If the complaint is a grievance or a whistleblowing, the complaint will be escalated directly to the founders for investigation and resolution. We will aim to resolve the complaint within 20 working days. If additional time is needed to ensure a robust investigation, the customer will be informed and notified of the new deadline for resolution.