

Grievance Procedure

If you consider that you may have been unlawfully discriminated against or treated unfairly, you may use the following procedure to make a complaint.

Team Fusion will take any complaint seriously and will seek to resolve any grievance that we uphold. You will not be penalised for raising a grievance, even if your grievance is not upheld, unless your complaint is both untrue and made in bad faith. Any employee or contractor giving deliberately false information or is dishonest or makes a false complaint during the grievance process may be subject to disciplinary procedures.

Grievances will be dealt with confidentially as far as is possible and employees or contractors must keep information learnt during this procedure confidential.

The employee or contractor has the right to appeal any decision made about a grievance as set out in the appeals section of this procedure.

Team Fusion processes personal data collected during informal discussions and the formal grievance procedure in accordance with its data protection policy. In particular data collected as part of informal discussions and the grievance procedure is held securely and accessed by and disclosed to individuals only for the purpose of responding to the grievance or conducting the grievance procedure.

Informal Resolution

Team Fusion promotes communication between employees and contractors, and so wherever possible, the employee or contractor should try and resolve any grievance at work by firstly talking informally with their line manager to try and agree a solution.

If the grievance is too serious, if the employee or contractor or Team Fusion think it is not appropriate in the circumstances to deal with the grievance informally, or if discussion of the grievance informally does not work then the grievance will be dealt with formally.


If Team Fusion thinks that an investigatory interview would be helpful at any stage during the informal resolution stage, then statements may be taken from the employee or contractor and/or witnesses and documents reviewed.

Formal Investigation

Statement of Grievance – to raise the matter formally the employee or contractor should set out the facts of the grievance in writing. The employee or contractor should avoid using insulting or abusive language and give specific examples of the complaint, copies of documents, names of witnesses and dates where possible.

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Where an employee or contractor’s grievance is against their immediate supervisor, the employee or contractor should write to a manager not subject to the grievance.

Grievance Hearing

Within five working days, the employee’s manager will respond in writing, inviting the employee to attend a meeting where the alleged grievance can be discussed. The employee has the right to be accompanied by a colleague at this meeting if a reasonable request is made.

Employees or contractors must make every effort to attend scheduled meetings under this procedure. If the employee or contractor is unable to attend more than two scheduled meetings, then Team Fusion reserves the right to make a decision about the grievance based upon available information in their absence.

Team Fusion may in its absolute discretion adjourn a meeting to carry out further investigations, after which proceedings will resume.

After the meeting the manager will give the employee or contractor a decision in writing normally within 24 hours.

Appeal Process

If the employee or contractor is unhappy with their employer’s decision and they wish to appeal, they should write to a more senior manager than their immediate supervisor within five working days of the date of the decision, saying that they disagree with the decision and giving reasons why and providing any new information they seek to rely on.

The employee or contractor will be invited to an appeal meeting normally within ten working days of Team Fusion receiving the letter of appeal. The appeal will be heard by an impartial manager who has not been part of the process until the appeal stage. The right to be accompanied is the same as set out in the formal process.

After the meeting the employee or contractor will be given a decision normally within 24 hours. The employer’s decision is final and there is no further right of appeal.

Compliance with these procedures is mandatory for all Company personnel.



Jerry Jones
Managing Director

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