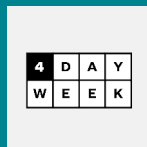




ESG Gaming

Grievance Procedure Policy



Version control:

Version control: Written and adopted January 2023 | Date Reviewed January 2024 | Next Review date April 2025.



Grievance Procedure

Who is covered by this procedure?

All ESG Gaming staff and volunteers.

What is covered in this procedure?

This procedure covers what to do to settle grievances that may occur at work.

Purpose

The purpose of this policy is to ensure that ESG Gaming's staff and volunteers know how to settle all grievances concerning other staff, their own work, the organisation or other matters relating to their employment. This policy aims to fairly, simply and quickly settle any grievance (see also Bullying and Harassment Policy).

The procedure

A grievance is any concern, problem or complaint that a staff member has in relation to their employment. Where possible, staff should try to settle any issues informally with the person concerned or raise it their line manager at the earliest opportunity. Where the issue is in relation to the line manager, staff should try to settle this informally with the assistance of their senior manager. Where any issue is not possible to resolve informally, staff should then follow the Grievance Procedure.

Unless there is a good reason for not doing so, staff members should raise a grievance matter as soon as possible and no later than two weeks after the incident to which it refers.

All grievance proceedings and records will be held confidentially (although ESG Gaming's directors have a right to be informed of any such proceedings and view the associated documents).

Raising a grievance

A staff member should raise the matter formally and without unreasonable delay with their line manager. This should be done in writing (see the Grievance Form below) and sent to the line manager, copying in the line manager. The document should set out the nature of the grievance. While ESG Gaming understands that grievances are normally accompanied by strong emotions, the person submitting the complaint should not use insulting or abusive language and should focus on the facts of what happened.

Upon receipt of the grievance, the line manager will organise a formal meeting without unreasonable delay, usually within five working days (or as soon as is practicable). All those involved must take all reasonable steps to attend the meeting.

The staff member may be accompanied by a trade union representative, a fellow member of staff or a friend or family member to act as a support. If the staff member wishes to be accompanied by one of the people listed above, this will only be to act as a support, and this person should not attend to speak on behalf of the employee. Employees should inform the line manager in advance if they will be accompanied at the meeting.

Grievance meeting

At the grievance meeting, the staff member will have a chance to explain their grievance and how they think it could be resolved. If further investigation is necessary, ESG Gaming reserves the right to adjourn the grievance meeting in order to conduct any such investigation. This, in effect, means that the grievance is paused at this stage.



Following the meeting, the line manager (or the senior manager if the line manager is the subject of the grievance) will decide what action, if any, to take and communicate the decision to the staff member in writing without unreasonable delay, in usual circumstances within two weeks of the meeting. Where appropriate, the decision will set out what actions have been agreed and who is responsible for taking them in order to resolve the grievance.

If it is necessary to gather further information before making a decision, the line manager will inform the staff member of this and the likely timescale involved.

The staff member has a right to appeal if they are not content with the decision and/or action taken.

Appeal

The staff member should inform the line manager in writing of their grounds for appeal within seven working days of the decision being communicated to them in writing.

An appeal panel will be convened, which will include the line manager (unless the grievance is against them, in which case their senior manager will attend) and a director. An independent member of the Leadership Team who has not previously been involved in the case will chair the appeal panel to ensure impartiality.

The staff member may be accompanied by a trade union representative, a fellow member of staff or a friend or family member. If the staff member wishes to be accompanied by one of the people listed above, this will only be to act as a support, and this person should not attend to speak on behalf of the employee. Staff should inform a director if they will be accompanied at the meeting.

Appeals will be heard without undue delay, normally within two weeks of being received, and at a time and place which will be notified to the staff member in advance. The staff member should take all reasonable steps to attend the meeting.

The outcome of the appeal will be communicated to the staff member in writing within two working days after the appeal hearing.

Grievance against the Chief Executive or Chair

In the case of a grievance against the Chief Executive or Chair, the staff member should raise the matter formally and without unreasonable delay with the chair of the board of directors. This should be done in writing and set out the nature of the grievance (see the Grievance Form below).

The chair of the board of directors will appoint a directors to lead the grievance process and convene a meeting with the staff member within five working days (or as soon as is reasonably practicable) after the matter has been raised. The staff member may be accompanied by a trade union representative, a fellow member of staff, or a friend or family member. If the staff member wishes to be accompanied by one of the people listed above, this will only be to act as a support, and this person should not attend to speak on behalf of the employee. Staff should inform a director if they will be accompanied at the meeting.

The staff member will have a chance to explain their grievance and how they think it should be resolved. In the event that further investigation is necessary, ESG Gaming reserves the right to adjourn the grievance meeting in order to conduct any such investigation. This, in effect, means that the grievance is paused at this stage.

Following the meeting, the nominated directors will decide what action, if any, to take and communicate



the decision to the staff member in writing without unreasonable delay, normally within five working days of the meeting. Where appropriate, the decision will set out what action will be taken to resolve the grievance. The staff member will be informed of their right of appeal if they are not content with the action taken.

Appeal

If the grievance still remains unresolved, the staff member has a right to appeal. The staff member may be accompanied at the appeal hearing by a trade union representative, a fellow member of staff, or a friend or family member.

The appeal will be heard by the chair of the board of directors, provided they have not previously been involved with the decision-making in the case, or another independent directors. The outcome of the appeal will be given in writing and without unreasonable delay, normally with five working days after the appeal hearing.

Grievance against a directors

In the case of a grievance against a directors of ESG Gaming, the staff member should raise the matter formally and without unreasonable delay with the Chief Executive or Chair. This should be done in writing and clearly set out the nature of the grievance (see the Grievance Form below).

The Chief Executive or Chair will convene a meeting with the staff member within five working days (or as soon as is reasonably practicable) after the matter has been raised. The staff member may be accompanied by a trade union representative, a fellow member of staff, or a friend or family member. If the staff member wishes to be accompanied by one of the people listed above, this will only be to act as a support, and this person should not attend to speak on behalf of the employee. Staff should inform a director if they will be accompanied at the meeting.

The staff member will have a chance to explain their grievance and how they think it should be resolved. If further investigation is necessary, ESG Gaming reserves the right to adjourn the grievance meeting in order to conduct any such investigation. This, in effect, means that the grievance is paused at this stage.

Following the meeting, the Chief Executive or Chair will decide what action, if any, to take and communicate the decision to the staff member in writing without unreasonable delay. Where appropriate, the decision will set out what action the Chief Executive intends to take to resolve the grievance. The staff member will be informed of their right to appeal if they are not content with the action that is taken.

Appeal

If the grievance still remains unresolved, the staff member has the right to appeal. The appeals procedure will be the same as that outlined above; however, in this instance the board of directors will convene a panel of directors who have not previously been involved with the case.

The outcome of the appeal will be given in writing and without unreasonable delay, usually within five working days after the appeal hearing.



Grievance Form

Name of employee:

Job title:

Line manager:

Details of complaint

It will help the process if you provide as much information as possible. Please consider the following and provide any relevant detail:

Date, time and location of the incident(s):

The name and job title of the person you are complaining about:

Names of any witnesses to the incident(s) and why you consider them to be relevant to your complaint:

Behaviour the person you are complaining against demonstrated (e.g. language, tone, body language):

How this behaviour made you feel:

Why you think the person behaved in this way:

Examples of similar behaviour by this person either towards you or another person:

Have you tried to address your concerns with the person you are complaining about? Please provide details of any steps you have taken to try to resolve your complaint informally. If you have been unable to talk to this person about your concerns, please explain why.

If you have any other information or documentary evidence that you believe supports your complaint, please include such detail with your complaint.



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Registered Trade Mark: UK00003764602

Regulated by the Community Interest Company Regulator

Company Registration number 13566221 | VAT registration number: 391 4171 96.
Corporation Tax reference number: 75315 26940 | Apprenticeship Gateway, account ID: JNK6NK