

# PLYMOUTH ARENA

## GRIEVANCE POLICY

VERSION: 2.0

DATE: 06/11/2025

REFERENCE NUMBER: GDPR/PA/IND03/2025/GP

RESPONSIBLE PERSON: RICHARD FINDLAY

DATE FOR RENEWAL: JULY 2026

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YOURS.**

## GRIEVANCE POLICY

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### PURPOSE

To enable all employees to raise concerns in an appropriate manner.

To ensure consistent and fair treatment for all.

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### SCOPE

This policy and procedure applies to all employees that work for Plymouth Arena.

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### POLICY

The Grievance Policy is central to the way we operate and as such, the overall responsibility for its implementation rests with the Chief Executive and Management Team.

The Chief Executive and Management Team will, through the delivery and implementation of this policy and associated tools, ensure that all managers receive appropriate instruction to support their understanding of the Grievance Policy and enable them to consistently apply the principles therein.

Managers, coordinators and supervisors have specific responsibilities to ensure that their decisions do not discriminate unlawfully against members of their team and that any corrective action taken is within the bounds of this policy and subsequently current legislation and best practice.

The Chief Executive and Management Team will:

- Endorse and support the policy
- Ensure all line managers and employees are made aware of the policy and their responsibilities within it
- Review the policy annually and amend as necessary to reflect legislative or best practice changes

### AVAILABILITY OF THE POLICY

A copy of this policy is available to all current employees:

- As part of their staff induction
- On the administration drive

### INVESTIGATE

Before a formal investigation takes place, an employee needs to raise a complaint or a grievance with their line manager. This should be made in writing. The procedure for raising a complaint or grievance is defined at the end of this working document. Once a formal complaint or grievance has been raised a formal investigation is required.

Investigations must be carried out objectively and without unreasonable delay. The investigation needs to be independent, and managers should seek advice from the Senior Management Team and/or a HR professional if they do not feel they can carry out the investigation objectively (managers should seek advice from the Senior Management Team first before contacting external HR resources).

It is imperative that investigations are carried out with care and sensitivity; complainants should not be blamed or questioned for failing to report problems earlier or for being upset or distressed.

The purpose of an investigation is to gain as much information as possible and is a fact finding mission in order to consider the appropriate action required. This should include collating evidence via an interview or through statements from witnesses and/or from relevant employees. When addressing an allegation, managers should be clear about the nature of the complaint and decide if what has taken place could be reasonably considered to have caused offence.

For further guidance on carrying out investigations, please refer to the ACAS guidelines.

Employees who make a complaint will not be victimised or transferred to another job role and/or department unless it has been requested by them. In some cases, employees may make an unfounded allegation with malicious intent, these incidences should also be investigated and dealt with fairly and objectively under the company Disciplinary Policy.

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## ENFORCEMENT

### **MANAGERS, COORDINATORS AND SUPERVISORS**

Managers, coordinators and supervisors are responsible for their staff reading this policy and procedure and ensuring compliance with consistent and fair application within their areas of responsibility.

### **INDIVIDUAL EMPLOYEE RESPONSIBILITY**

Every employee has a responsibility to follow Plymouth Arena's procedures regarding conduct.

An employee's responsibilities are to ensure that they:

- Take full accountability for their actions and inactions
- Maintain expected and reasonable conduct at work
- Attend and participate in relevant meetings
- Comply with the company's policies and procedures

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## PROCEDURE

### **RAISING A GRIEVANCE OR COMPLAINT**

Many potential grievance issues or complaints can be resolved informally and a quiet word is often all that is required to resolve an issue. If an issue cannot be resolved informally, then it may be pursued formally.

If it is not possible to resolve a problem informally, employees should raise the matter formally and without unreasonable delay with a manager who is not the subject of the grievance or complaint. This should be done in writing and should set out the nature of the grievance or complaint, and the resolution that is sought.

### **MEETING THE EMPLOYEE THAT MADE THE COMPLAINT OR RAISED A GRIEVANCE**

The appropriate manager should arrange for a formal meeting to be held without unreasonable delay after a written complaint and/or grievance is received. It may be necessary to meet with the individual to inform them of the investigation (see above), before being able to hold a formal grievance meeting.

An employee has the right to be accompanied at the grievance meeting by either a colleague or a union representative. The employee will need to notify the manager prior to the meeting of their intention to bring a representative. The representative is able to present, sum up and put forward the employee's case and confer with the employee during the hearing. However, the representative does not have the right to answer questions on behalf of the employee. Employees who attend meetings as representatives are entitled to be paid during working hours to do so.

- Employees will be given a minimum of two working days' notice \* in writing, of the requirement to attend a grievance meeting and of their right of representation.

*\*A working day is defined as Monday to Friday (excluding bank holidays and public holidays) irrespective of whether this is a normal working day for the employee.*

- Managers chairing the meeting may be accompanied by an appropriate person (whose role it will be to support the presenting manager, act as a management witness and ask/answer questions as appropriate) particularly in a complex case.

Employees must make all reasonable efforts to attend a grievance meeting. In exceptional circumstances, the original meeting date will be re-arranged. If the employee fails to attend a re-arranged meeting, then generally, this will proceed in the employee's absence.

## **THE MEETING**

The meeting should be structured as follows:

- The meeting should be opened formally with the main objective of the meeting stated
- All present should be introduced and their roles clarified and the role of the employee's representative outlined
- The format of the meeting should be explained
- When commencing the main part of the interview, set out the reason for the meeting.
- Employees should be allowed to explain their complaint/grievance and how they think it should be resolved
- The chair of the meeting should use probing questions to draw further information and to establish the facts of the circumstances
- Genuine mitigating circumstances need to be taken into consideration and may affect the action taken
- Once the employee and employer are happy that all information has been collated, the meeting should be adjourned to consider the outcome

## **THE OUTCOME OF THE MEETING**

If a decision is made to uphold the grievance, then the manager will need to consider any recommendations from the process and take appropriate action. If the decision is not to uphold the grievance, the person raising the grievance may wish to appeal.

## **RIGHT TO APPEAL**

Where an individual wishes to appeal the outcome of the grievance meeting, an appeal should be made in writing to the next senior manager to the one who made the decision within five days of the outcome being given, clearly outlining the reason for the appeal.

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#### ADDITIONAL INFORMATION

For additional information on Grievances within the workplace please see:

<http://www.acas.org.uk/index.aspx?articleid=1670>

