

Grievance Policy

Introduction and Purpose

Capital Sky encourages employees to raise concerns as early as possible. Early informal discussion is often the most effective way to resolve issues quickly, fairly, and without unnecessary escalation. This policy sets out the formal procedure for handling employee grievances in a fair, consistent, and timely manner.

It is designed in accordance with the [ACAS Code of Practice on Disciplinary and Grievance Procedures](#) and applies to all employees.

This policy should be read alongside the Capital Sky Disciplinary Policy to ensure consistency of approach across all employee relations matters.

Scope

This policy applies to all employees of Capital Sky Ltd. It covers concerns relating to working relationships, conduct of colleagues, working conditions, management decisions, or any matter affecting employment.

It does not apply to complaints relating to discrimination or whistleblowing, which should be raised under the relevant separate policies, although they may be dealt with using this procedure where appropriate.

Informal Resolution

Where possible, employees are encouraged to resolve issues informally in the first instance.

This should normally be raised with the Project Manager. If the issue relates to the Project Manager, it should be raised with their line manager.

Many concerns can be resolved quickly through informal discussion without the need for formal procedures.

Formal Grievance Procedure

Where informal resolution is not possible or appropriate, employees may raise a formal grievance.

A formal grievance must be submitted in writing and should clearly set out the nature of the concern and the outcome being sought.

The grievance should normally be submitted to the employee's line manager. If the grievance relates to the line manager, it should be submitted to the next level of management.

A grievance meeting will be arranged without unreasonable delay to discuss the matter in detail.

Following the meeting, a written outcome will be provided.

All grievance matters will be handled consistently, fairly, and in line with company policy.

Investigation

Where appropriate, Capital Sky may carry out an investigation before or after the grievance meeting.

The extent of any investigation will depend on the nature and complexity of the issue raised.

All parties involved may be interviewed, and relevant documentation may be reviewed.

Investigations will be conducted impartially and without undue delay.

Outcome

Following consideration of the grievance and any investigation findings, a written decision will be issued.

Possible outcomes include:

- The grievance is upheld in full or in part
- The grievance is not upheld
- Alternative actions or recommendations are made to resolve the issue

All outcomes will be confirmed in writing.

Appeal

If the employee is not satisfied with the outcome, they may appeal in writing within five working days of receiving the decision.

The appeal will be reviewed by a more senior manager who has not previously been involved in the case wherever possible.

An appeal meeting may be held, and the employee will receive a written appeal outcome.

The appeal decision is final within the company procedure.

Right to Be Accompanied

Employees have the right to be accompanied at grievance and appeal meetings by:

- A work colleague, or
- A Trade Union representative

Trade Union representatives must be certified by their union.

Capital Sky will provide reasonable notice of meetings and will consider reasonable requests for postponement where necessary.

Confidentiality and Fair Treatment

All grievances will be treated sensitively and confidentially.

Employees will not suffer any detriment for raising a grievance in good faith.

All parties will be treated fairly and given a reasonable opportunity to present their case.

Decisions will be based on evidence and applied consistently.

Malicious or knowingly false grievances may be addressed under the Disciplinary Policy.

Record Keeping

All grievance documentation, including written submissions, investigation records, meeting notes, and outcomes, will be stored securely.

Records will be managed in accordance with:

- [Data Protection Act 2018](#)
- [UK GDPR](#)
- Capital Sky Cyber Security Policy

Access will be restricted to authorised personnel only.

Policy Review

This policy will be reviewed annually, or sooner where required due to changes in legislation, ACAS guidance, or operational requirements.

Name: Martin Maloney

Position: Chief Executive Officer

Signature:



Dated: 15/05/2026

Latest Review Date: 15/05/2027