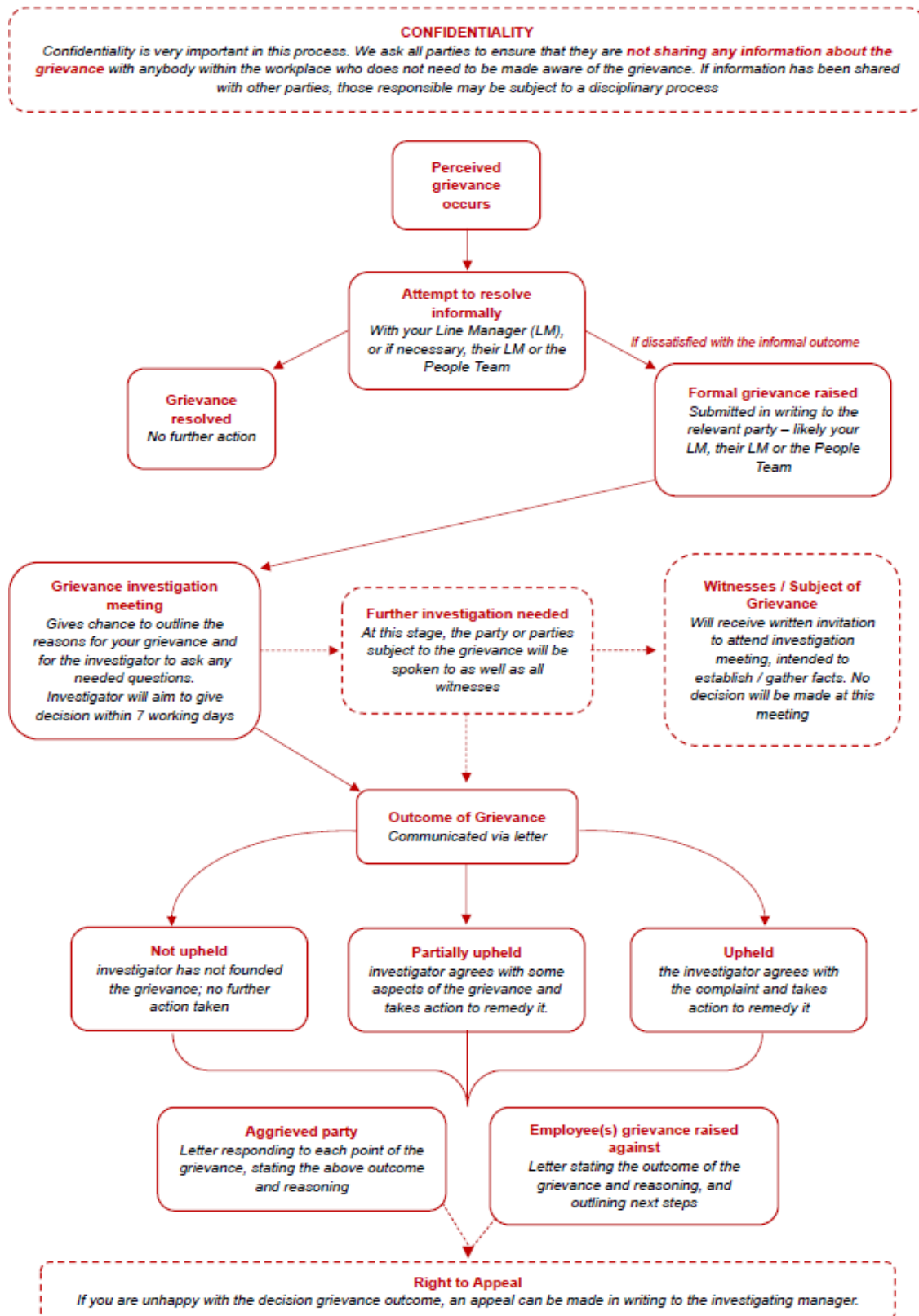




Grievance Policy and Procedure



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Shakespeare's Globe aims to provide a comfortable, productive and ethical working environment for all of those who undertake work with us in any capacity. Good communication can help avoid misunderstandings; however, from time to time difficulties may arise. This policy sets out the procedure to follow when those difficulties do arise, we encourage open and honest communication as it may help to resolve the issue at hand quickly and effectively.

At any stage of this procedure, the Globe reserves the right to seek guidance from external facilitators.

Probation concerns should be dealt with during the probation review process.

Scope

This policy does not apply to other individuals, including freelancers, volunteers, casual workers, contractors, subcontractors, suppliers, partners, and Globe visitors. For these groups separate complaint procedures are in place, which may follow a similar approach to the following policy.

This policy does not form part of your contract of employment, and we reserve the right to amend or withdraw it at any time.

Inclusion Statement and Values

People are at the centre of the Globe's work. We create ways to enable our wide community to feel visible, and for everyone's contributions to the Globe's purpose be heard and respected.

We value and respect individual lived experience and drive inclusion through mindful awareness, empathy, care and belief, with a commitment to regularly improve how we empower and support people to do their best work. We will be honest and acknowledge our present conduct, approach and intention, as everyone works towards a shared common purpose to create greater inclusivity.

- Collaborative
- Inclusive
- Innovative
- Accountable

A Complaint or a Grievance?

A complaint is a concern or issue that is usually raised informally and can be dealt with by conversation and mutual problem-solving. This could involve:

- Issues with communication
- An issue with a process
- Relationship breakdowns

The line is drawn when an employee feels they have raised the issue multiple times and feels that nothing has been addressed or sorted out or if they do not want it dealt with informally.

Grievances could involve:

- Persistent dismissing concerns that are raised
- Bullying or harassment

Informal and Formal Grievance Procedures

Employees are encouraged to resolve issues informally in the first instance, this sometimes requires an open and honest conversation about what the problem is. If you have a grievance or complaint about your work or someone you work with, you should start by speaking with your manager wherever possible. You may be able to agree a solution informally between you.

If your complaint or issue is with your line manager, we encourage you to speak to their line manager or the People & Culture Team so we can help resolve the issue informally.

If you feel that the informal solutions, after a reasonable amount of time, have not improved your complaint or believe it needs to be dealt with more formally, please follow the below process to raise a formal grievance.

Formal grievance procedure

We understand that sometimes issues cannot be resolved informally and there is a need for it to be raised in a more formal manner. In this case, we advise you to put the grievance in writing to your manager. This can be done via email or in a letter. You should keep to the facts and avoid emotive, insulting or abusive language. The email or letter should contain the following information:

- Your full name.
- Facts and details surrounding the grievances, as well as names of any witnesses.
- The clear nature of your grievance.

If your grievance is against your manager and you feel unable to approach them, you should raise it with their line manager or the People & Culture Team.

Where your grievance is against a Director it should be submitted to the Chief Finance and Operating Officer. Where the grievance is against the Chief Finance and Operating

Officer, it should be submitted to the CEO and where the grievance is against the CEO it should be submitted to the Chair of the Board.

The process may differ depending on the nature of the grievance, the Globe will ensure that each stage of the process will be completed fairly, equitably and in good time.

Employees are not prevented from raising grievances and will not suffer any detriment from doing so. Only if it is found that your grievance has been raised in bad faith, you may be subject to the Globe's disciplinary procedure.

Grievance Investigation Meeting – Person who raised the grievance

Your manager or the person you raised your grievance with will invite you to a meeting to discuss and investigate your grievance. This is usually within five working days of receipt, although this may be delayed if it is decided that part or all of the investigation needs to take place, or in exceptional circumstances due to availability.

You have the right to be accompanied at this meeting by a current colleague or trade union representative if you are part of a recognised union.

This meeting will give you a chance to outline the reasons for your grievance in more detail if needed, provide any evidence related to your grievance, and allow the investigator to ask questions they feel will be relevant to help resolve the grievance.

A notetaker will be present in the meeting to take notes which will be shared with you once the meeting has concluded.

After the meeting, the investigator will give you a decision in writing within 7 working days, if there are any reasons for delays you will be informed. This decision will outline whether they believe your grievance needs to be further investigated or not. If the investigator feels that the grievance needs to be investigated further, then the party or parties whom the grievance is against will be spoken to as well as all witnesses.

If the investigator deems that your grievance can be dealt with via another channel, for example, mediation or another form of conflict resolution this will be communicated to you.

If the investigator needs more information before making a decision, they will inform you of this.

Witnesses

The Globe prides itself in conducting fair and equitable processes and as such we may need to speak to various parties as part of a grievance process to get a holistic view of the grievance at hand.

If you have been named as a witness in a grievance, then you will be invited to attend an investigation meeting with the investigator or will be asked to provide a written statement.

The purpose of the meeting is to establish the facts. You are not legally required to be accompanied but if this will make you feel more comfortable, you are able to bring a current employee or an accredited trade union representative with you, if you are part of a union.

A notetaker will be present in your meeting who will share the notes with you once the meeting

has concluded.

If you are the subject of a grievance

If you are the subject of a grievance, you will be informed as soon as possible, and then formally in writing by the investigator who will invite you to an investigation meeting. You have the right to be accompanied to this meeting by a current employee or an accredited trade union representative if you are part of a union.

A note taker will attend all meetings for the sole purpose of taking notes. The note taker will have no prior involvement in the grievance raised and will be a member of the People Team where possible. The investigation meeting is solely to gather facts and no decision will be made at the meeting.

If you are unable to make the date or time of the meeting, it is your responsibility to inform the grievance manager as soon as possible and provide a new date within a 5-day period from the original date, or as soon as reasonably possible.

The investigation meeting can be rescheduled once, after this, if you are unable to attend a meeting, a decision may be made based on the evidence collected elsewhere without your input.

Outcome of Grievance

Once the investigator has met with all parties and has reviewed all evidence, a decision will be made and will be communicated to you. The outcome decision of the grievance can be one of the following outcomes:

- **Not upheld;** the investigator has found no truth or substance in the grievance and therefore takes no further action.
- **Partially upheld;** the investigator agrees with some aspects of the grievance and recommends action to remedy it.
- **Upheld;** the investigator agrees with the full grievance and recommends action to remedy it.

Both the aggrieved party and the person who the grievance was raised against will be informed of the outcome.

The aggrieved employee will be written to with a response to each point of the grievance and establish whether it has been upheld, partially upheld or not upheld and the reasons behind this.

The employee(s) who the grievance was raised about will receive communication explaining that the grievance has been upheld, partially upheld or not upheld and the reasons behind this. The letter will also outline any potential recommendations and next steps i.e., that they will be invited to a formal disciplinary hearing, mediation will be organised, or any training recommendations.

Additional Information

Confidentiality

This process may be stressful for all parties involved regardless of if they raised the grievance, are a witness, or are the subject of a grievance. Confidentiality is very important in this process due to the nature of the grievances that may be raised, and we need to ensure that every conscious effort is made to guarantee the information provided as part of this process is authentic, valid, and not orchestrated.

We ask all parties to ensure that they are not sharing any information about the grievance with anybody within the workplace who does not need to be made aware of the grievance.

If it has come to light that information has been shared with other parties, those responsible may be subject to the disciplinary process being triggered.

Appeal

If you are unhappy with the decision on your grievance you can raise an appeal within seven days of receipt of the outcome letter. You put this appeal in writing to the Head of People & Culture. Your appeal letter should include the reason for appeal.

You will be invited to an appeal meeting, normally within five working days, with a more senior manager, and someone who has not been a part of the grievance process. You have the right to be accompanied by a colleague or recognised trade union representative.

After the meeting the appeal manager will give you a decision, usually within 5 working days. The appeal manager's decision is final.

Support Tools

Health365, with 24/7 GP Service

Our Health365 app which can be found on your app store offers you access to a confidential 24/7 GP service by telephone or video. You are able to get a referral to private specialists when needed, mental health support such as online CBT, structured counselling sessions and access to work assessments can also be accessed through the app.

Spectrum Life

Spectrum Life offers confidential mental health support for all employees of the Globe via phone, WhatsApp or live chat. Each employee has access to their wellbeing hub. The Spectrum Life app can be downloaded from your app store. The login code is: **BeWell**.