

Grievance Policy and Procedure

Introduction

The Grievance Policy and Procedure provides a process for you to escalate concerns that have not been resolved informally. The procedure aims to resolve your grievance quickly, fairly, confidentially and at the lowest possible level within the organisation.

Most concerns will be resolved informally through discussion with your line manager, however if you consider your concern(s) has not been addressed adequately, or your grievance relates to your line manager, you may raise a formal grievance under the following procedure. Strict confidence will be maintained throughout.

Time scales have been fixed to ensure your grievance is dealt with efficiently, however these may be extended if it is agreed upon by both parties.

If you raise a grievance prior to leaving the business, an investigation will be conducted to the end of the stage started and a written response provided to you, the complainant.

This procedure is not intended to deal with dismissal or disciplinary matters, as these are dealt with under separate procedures.

Stage 1 – Informal Resolution

Before raising a formal grievance, please raise the matter with your line manager either verbally or in writing. If your complaint concerns your line manager, then your grievance should be raised with their manager. Where your grievance relates to a Director, your grievance will be heard by an impartial, suitably qualified person.

Your line manager should respond within 5 working days of communication, unless an extended period of time is agreed between you, with a resolution to the issue or with a timescale within which the issue will be addressed. In most instances this informal approach should resolve your grievance.

Please note: Before raising a formal grievance, you must have raised your concerns with your line manager or their manager (as above).

Stage 2 – Formal Resolution

In some circumstances, you may still feel aggrieved, in this instance you should raise a formal grievance.

Please submit your formal grievance in writing to a more senior manager than stage 1. Please use this [Letter](#) template and include the following information:

- The nature of your grievance
- The detriment you feel you have suffered
- The earlier attempts at resolution (normally with your line manager)

You should receive an acknowledgement within 5 working days of receipt, which will set out how the 'complaint' has been classified and the next steps:

- The matter is relatively straightforward and can be dealt with by the senior manager; or
- The matter can be addressed through other means, for example, mediation. This option will be fully discussed with you; or
- The matter requires a formal investigation; or
- The matter raised is one that may not be raised under the Grievance Procedure; or
- You have not provided sufficient information, in which case a request for further information will be sent or an exploratory meeting called.

If your grievance requires further investigation an Investigating Manager will be appointed. This will be a manager not previously involved in the matter. In some circumstances this may be a suitable 3rd party.

Metaverse VR (MVR) is committed to ensuring all grievances are fully investigated and this may involve carrying out interviews with other colleagues involved or complicit, or third parties, as well as analysing written records and information. The Investigating Manager will produce an investigation report, which will outline the evidence they have found.

Dependent upon the outcome of the investigation, the senior manager will normally convene a panel of no less than 2 managers to hold a Grievance Hearing. This will normally consist of an appointed Hearing Manager and an HR expert, who will be in attendance to advise on policy and procedure and offer any professional advice. You will be informed of the composition of the panel in advance of the hearing and if you have any objections you should raise these immediately with the senior manager.

You have the right to be accompanied at any formal grievance meeting by a companion. Your companion may be a colleague, or a trade union official employed by a union. This applies whether the union is recognised by MVR or not. Your companion may not be a family member, friend from outside work or legal representative. Although we will consider a request for a different companion where this is needed as a reasonable adjustment.

The Hearing Manager will decide whether your complaint is upheld and whether any further action is required, including whether there is any evidence of wrong doing by others, which may be dealt with under the disciplinary procedure.

The outcome of your hearing will be confirmed in writing within 5 working days.

Stage 3 – Appeal

If you wish to appeal the outcome of the Grievance hearing, you must do so within 5 working days following receipt of written notification of the decision.

You must be specific about the grounds of your appeal. The appeal hearing will be held as soon as practically possible, and you will receive confirmation of the time date and place of the hearing (please use this [Appeal Template](#))

The appeal panel will be composed of a senior manager who has not previously been involved in the matter and an HR expert. You will be informed in writing of the outcome of the appeal meeting within 5 working days of the hearing.

The decision of the appeal panel is final and there is no further right of appeal. However, if both parties are in agreement there is some merit in referring the matter to a third party for advice, conciliation or arbitration, we will make arrangements to do this.

Line Manager Guidance in Conducting a Formal Grievance

1. A record should be kept of all stages of the grievance which should include notes of the hearing(s) and the nature of the grievance (including a copy of the written grievance), details of the outcome of the grievance (and why), any action taken (and why) and any appeal. Grievance proceedings and records shall be retained in accordance with the Data Protection Act 2018 and, so far as practicable, will be kept confidential.
2. Copies of records should be provided to the complainant (the individual raising the grievance), unless there is a good reason to withhold some or all of the records. Records will be held securely.
3. Where possible the time and place for any hearing should be agreed with the complainant.
4. The complainant has a right to be accompanied by a companion at Stage 2 and Stage 3. The role of the companion typically includes:
 - familiarising themselves with the case
 - assisting the complainant in preparing for the case
 - conferring with the complainant before and after the hearing
 - presenting and summing up the complainant's case
 - addressing the hearing, as agreed with the complainant
 - asking for adjournments if necessary.
5. The complainant will not suffer any detriment for raising a grievance. If a grievance is found to be malicious or to have been made in bad faith, however, they may be subject to Metaverse VR's disciplinary procedure.

Monitoring and Review

A report on occurrences of formal grievances will be contained within the HR People Board Report which is presented to the SLT.

Audit Plan

An audit may be undertaken from time to time to ensure adherence with the principles and process outlined in this policy document.

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Grievance Procedure – Stage 2

To: _____

From: _____

Team: _____

Date: _____

Line Manager: _____

Dear _____

I wish to raise a formal grievance. In line with the MVR Grievance Policy and Procedure the details of my grievance are shown below :

Nature of my grievance:

Detriment I feel I have suffered:

Attempt to resolve my grievance with my line manager:

Yours sincerely

(The senior manager should respond to this formal written grievance within 5 working days unless an extended period for response is mutually agreed)

Grievance Procedure – Stage 3

To: _____

From: _____

Team: _____

Date: _____

Line Manager: _____

Dear _____

I am not satisfied with the outcome of my grievance meeting and would like to appeal for the following reasons, in line with the MVR Grievance Policy and Procedure.

I enclose a copy of my original grievance letter and any other correspondence and information related to it.

Yours sincerely

(The senior manager should respond to your appeal within 5 days unless an extended period for response is mutually agreed)