

HUMANISE SOLUTIONS

Elevating People · Official Policy (Effective 1 January 2026)

Disciplinary and Grievance Procedures Statement

Version	Version 4.0
Effective date	1 January 2026
Next review date	1 January 2027
Approved by	Scott Ward (CEO)
Policy owner	CEO

Document control: This document is controlled. Printed copies may not be current. The latest approved version is held by Humanise Solutions. Changes are recorded in the version-control register and approved by the policy owner.

CITY & GUILDS ASSURED ALIGNMENT

Fair, consistent and ACAS-compliant disciplinary and grievance procedures support a professional, accountable workforce, contributing to the delivery quality and integrity expected under City & Guilds Assured provision.

1. Statement and principles

Humanise Solutions has established clear and transparent disciplinary and grievance procedures for all staff, designed to promote the fair, consistent and lawful handling of workplace conduct, performance and concerns. Where applicable, these procedures comply with the ACAS (Advisory, Conciliation and Arbitration Service) Code of Practice on disciplinary and grievance procedures. Matters are dealt with promptly, fairly, confidentially and without unreasonable delay, and staff are treated with dignity and respect throughout.

2. Scope

These procedures apply to all employees. They are intended to support good conduct and performance and to resolve concerns, not solely to impose sanctions. Where a matter relates to safeguarding, the Safeguarding Policy and safe-practice arrangements take precedence and run alongside these procedures.

3. Disciplinary procedure

Our disciplinary process aims to address conduct or performance concerns promptly and fairly, encourage improvement through clear expectations and support, give staff the opportunity to respond, and apply proportionate outcomes based on the evidence. The process includes:

- Informal resolution where appropriate, including support, coaching or training to address minor matters.
- A fair and proportionate investigation to establish the facts before any formal action.
- Suspension on full pay only where necessary (for example to allow a fair investigation), as a neutral act and for the shortest time possible.
- A formal hearing where the matter may warrant formal action, with the allegations and evidence shared in advance.
- Proportionate outcomes, which may range from no action or informal support to a written warning, final written warning, or dismissal in cases of serious or gross misconduct.
- The right of appeal against any formal disciplinary decision, heard wherever possible by someone not previously involved.

Examples of gross misconduct, which may warrant dismissal without notice, include (but are not limited to) serious breaches of safeguarding, serious health and safety breaches, discrimination or harassment, theft or fraud, and serious breaches of data protection or confidentiality.

4. Grievance procedure

All staff have the right to raise concerns or complaints through our grievance procedure, which ensures a fair and confidential process, a clear timeline for response and resolution, respectful treatment of all parties, and the opportunity to appeal any outcome. Grievances may relate to working conditions, working relationships, discrimination or any matter affecting an individual's role or wellbeing. Wherever possible, grievances are first raised and resolved informally with the line manager.

5. Right to be accompanied

Employees have the right to be accompanied by a colleague or a trade union representative at formal disciplinary and grievance meetings, and reasonable adjustments are made where required.

6. Reporting and escalation

If a grievance or disciplinary matter cannot be resolved through normal line-management channels, or involves a serious concern or a conflict of interest, staff are encouraged to escalate directly to the CEO. Contact: Scott Ward, CEO – scott@humanisesolutions.com. All reports are handled with discretion and in accordance with our confidentiality and safeguarding procedures.

7. Records, training and review

Records of disciplinary and grievance matters are kept securely and confidentially in line with our Data Protection Policy. Managers and staff are trained to understand and follow these procedures. Both procedures are reviewed regularly to ensure continued compliance with employment law and ACAS guidance, and at least annually.