
Grievance Policy

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Document control

Revision history

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Distribution List

Version	Date	Name	Role
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1.0 Purpose and scope

1.1 This Grievance Policy applies to employees of Dyson Technical Training Ltd., trading as The Dyson Institute of Engineering and Technology, known as the Dyson Institute. This Policy will be implemented by appropriate leadership of the Dyson Institute with the support of Dyson HR.

1.2 The Dyson Institute encourages open and honest communication at all levels. However, from time to time, you may wish to seek redress for grievances relating to your employment. In this respect, it is Dyson's policy to encourage communication between employees and their managers to ensure that any issues, concerns or questions arising during the normal course of employment can be aired in a timely manner and, where possible, resolved amicably to the satisfaction of all concerned.

1.3 The Dyson Institute wants you to be able to raise any concerns under this policy without fear of retaliation. The Dyson Institute will not permit retaliation of any kind against an employee for reporting information in good faith. This means telling the truth, as you know it to be.

1.4 This procedure has been designed to resolve concerns as near as possible to their point of origin, and to ensure an open and transparent framework for all employees where concerns can be addressed fairly, speedily and consistently.

1.5 Concerns relating to harassment should be dealt with in accordance with Dyson's Respect [at Work Policy](#). Appeals against sanctions issued under the Dyson Institute [Disciplinary Policy](#), or Dyson's [Guidelines for Improving Performance](#) and [Absence Management Policy](#) should be dealt with in accordance with the appropriate policy.

1.6 This document is for guidance only and does not form part of your Employment Terms and Conditions or have any contractual effect. The Dyson Institute reserves the right to change or withdraw this policy at any time. In the event of any conflict between this policy and relevant minimum local legal requirements, the local legal requirements will apply to the extent that they are more favourable than the provision within this document.

2.0 Responsibilities

2.1 Employee/you

2.1.1 You are responsible for your own actions and, where appropriate, for making your manager aware of any issues, concerns or questions you have in relation to your employment in a timely manner.

2.2 Manager

2.2.1 Managers are responsible for encouraging open and honest communication within their teams on an ongoing basis and through regular 1:1 meetings.

3.0 Procedure

3.1 Informal

3.1.1 Where possible, you are encouraged to resolve any concerns relating to your employment informally with your manager, who will make every attempt to address and resolve the concern at this stage.

3.2 Formal

3.2.1 When you set out concerns relating to your employment in writing (including email, text message, resignation letter etc.) the formal part of this procedure provides a framework for the resolution of these concerns.

3.2.2 Where the grievance relates to your manager, you should submit your grievance in writing to your senior manager or to the Head of HR DIET. You should state the basis for the grievance and give any details of any informal attempts to resolve your concerns. When a grievance relates to another employee, the written grievance may be disclosed to that individual if appropriate. The Dyson Institute will provide further guidance and will work closely with you and the manager throughout the formal procedure.

3.2.3 The formal procedure is set out as follows:

- i. **Stage one:** Set out your grievance in writing to your manager or, where the matter concerns your manager, to your senior manager or HR
- ii. **Stage two:** (i) Meeting arranged to discuss grievance, (ii) investigation into grievance, (iii) response to grievance
- iii. **Stage three:** Appeal to department manager and HR.

3.2.4 The freedom of speech, and where relevant academic freedom, of employees is specified in the Institute's Code of Practice for Freedom of Speech, which also describes the processes the Institute uses to meet the 'Secure Duty'. Managers convening this grievance process will, before commencing, satisfy themselves that the requirements of the Secure Duty have been met.

3.2.5 During any of the stages it may be necessary to involve or consult with other employees as part of the investigation process to clarify specific facts or validate information. We will deal with the grievance as soon as reasonably practicable in the circumstances, bearing in mind that by their nature some grievances may be complex and the time needed to investigate matters may be lengthy and so delays may occur.

3.2.6 Employees are prohibited from recording investigation meetings and grievance meetings.

3.3 Right to be accompanied

3.3.1 Every employee has the right to be accompanied to the grievance meeting by a work colleague or a Trade Union representative, who is readily available. The primary reason for having a companion attend is to support the employee at the meeting.

3.3.2 The companion can, at the employee's request, make statements, discuss matters with the employee and request to have an adjournment if necessary. They are not permitted to answer any questions on behalf of the employee.

3.3.3 Where a chosen companion's presence would prejudice the hearing or involve a conflict of interest, or where there are suitable colleagues available in the local vicinity but the employee requests the attendance of a companion from a remote geographical location, the Dyson Institute may request that an alternative companion is chosen.

3.3.4 If the employee's companion is unable to attend the meeting at the proposed time, then the meeting may be re-arranged for a time when the companion is able to attend. The re-arranged time must be reasonable and within five working days of the original proposed meeting date (or a later date if mutually agreed).

3.4 Stage one and two

3.4.1 Following submission of a written grievance from you in accordance with this policy, you may be invited, in writing, to attend a meeting to discuss and investigate the grievance and will be notified of your right to be accompanied by a companion.

3.4.2 The meeting may not take place until:

- i. You have provided an adequate explanation of the grievance in writing
- ii. The Dyson Institute has had reasonable opportunity to consider the information provided

3.4.3 You should take all reasonable steps to attend the meeting. If you fail to attend the meeting or any rearranged meeting and no reasonable explanation is provided, the meeting may be held in your absence and the Dyson Institute will make a decision on the evidence available.

3.4.4 Following the conclusion of the meeting, and after due consideration and appropriate investigation, the grievance manager will, in a timely manner, write to you to confirm their decision relating to the grievance and your right to appeal. A copy of the grievance manager's findings will be placed in your personnel file.

3.4.5 Employees are prohibited from recording grievance meetings.

3.5 Stage three (appeal)

3.5.1 Where you are dissatisfied with the decision of the manager hearing your grievance, or are not content with the actions taken you may appeal. If you wish to appeal you should do so in writing to the Director of the Dyson Institute within five working days of receiving the written decision, stating the basis upon which you wish to appeal (including as much explanation as possible).

3.5.2 The purpose of any appeal meeting is not to re-hear the original grievance although, in certain circumstances, we may conduct a full re-hearing.

3.5.3 You will be invited, in writing, to attend a meeting to discuss your appeal, and will be notified of your right to be accompanied by a companion. Please note that you are prohibited from recording grievance appeal meetings.

3.5.4 You should take all reasonable steps to attend the meeting. However, if your companion is unable to attend the meeting at the proposed time, then the meeting may be re-arranged for a time when your companion is able to attend. The re-arranged time must be reasonable and within five working days of the original proposed meeting date (or a later date if mutually agreed).

3.5.5 The appeal meeting will usually be held by a more senior manager. The appeal manager should refer to the original notes and records and obtain any additional information as required. Following the conclusion of the meeting and after due consideration and further investigation, if appropriate, the appeal manager will write to you to confirm their decision within a reasonable timescale following the meeting. The appeal manager's decision is final.

4.0 Wellbeing

4.1 The Dyson Institute recognises that some employees will find the grievance process difficult and may feel a negative impact on their wellbeing. Where an individual feels their wellbeing is being impacted, they should speak to their manager or HR representative. In addition, the Employee Assistance Programme offers confidential support and over the phone counselling and guidance across a range of different areas, including health, family, money, work, and you. Details can be found on [Motor](#).

5.0 Confidentiality

5.1 The contents of the grievance meetings and associated investigation meetings are confidential and should not be discussed outside of the meeting(s). If you have raised a grievance, you should not approach anyone that may be interviewed as part of the grievance investigation. If there is evidence to suggest that a person has knowingly given false information this may be investigated in accordance with the Dyson Institute's [Disciplinary Policy](#).