



# **GRIEVANCE AND COMPLAINTS POLICY**

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# Policy Statement

This policy outlines how Taylor Made Services UK LTD deals with workers concerns, providing a formal process for raising and resolving workplace issues, ensuring a fair and equitable approach.



## Dealing with grievances informally

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.

## Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to your manager. You should keep to the facts and avoid language that is insulting or abusive. If your grievance is against your manager and you feel unable to approach them, you should raise it with MD's.

## Grievance hearing

Your manager will call you to a meeting, usually within 5 working days, to discuss your grievance.

You have the right to be accompanied by a colleague or trade union representative.

After the meeting your manager will give you a decision in writing, usually within 24 hours.

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

## Appeal

If you are unhappy with the decision on your grievance you can raise an appeal. You should tell your manager.

You will be invited to an appeal meeting, normally within 5 working days, with a more senior manager (or the owner). You have the right to be accompanied by a colleague or trade union representative.

After the meeting the manager (or owner) will give you a decision, usually within 24 hours. The manager's (or owner's) decision is final.

# How to raise a concern

The following people have been nominated and agreed by Taylor Made Services UK Ltd:

- Christopher Taylor - Managing Director  
chris@taylormadeservicesltd.co.uk
- Svetlana Zaslavska - Office Manager  
svet@taylormadeservicesltd.co.uk
- Zaiga Tapina - HR & Payroll Manager  
zaiga@taylormadeservicesltd.co.uk

These designated officers will act as an independent and impartial source of advice to staff at any stage of raising a concern, with access to anyone in the organisation.

Concerns should be raised in writing (including email). The letter should set out the background and history of the concerns, giving names, dates and places where possible and the reason why the member of staff is making the disclosure. If the individual does not feel able to make the disclosure in writing, an interview will be arranged.

*Looking forwards towards further improvement Taylor Made Services UK LTD are keen to learn from others and would ask if anyone has any ideas or feedback regarding our policies or practices to contact us.*

*All our policies found and downloaded on our website:  
[www.taylormadeservicesltd.co.uk](http://www.taylormadeservicesltd.co.uk)*