



Resolving issues at work policy overview

At Royal London, we're committed to fostering a workplace culture where everyone feels safe and supported in raising work-related concerns. These may relate to your role, working conditions or interactions with others.

For fairness and transparency, this policy outlines clear procedures for raising and resolving grievances.

Who it's for

This policy is designed to support colleagues who need to raise concerns about their own employment.

What you need to know

We encourage our colleagues to have open conversations to resolve concerns informally with their People Leader. If this isn't successful, or the issue is too serious, a formal grievance can be raised which will be investigated and responded to fairly, keeping you informed throughout.

Mediation is also available as a confidential way to resolve disagreements, supported by trained and impartial mediators. You have the right to be accompanied to formal meetings by a fellow colleague, representative or trade union member.

Victimisation for raising a grievance or supporting someone else isn't tolerated.

Works for you

Representation

Our Colleague Representative Forum or trade union representative (if appropriate) can support you.

Support

Our employee assistance programme and Mental Health First Aiders are available to support our colleagues.