
Employee Grievance Policy & Procedure

1. Introduction

At Payments Pro Ltd, we are committed to providing a fair and transparent working environment. We recognize that as an umbrella employee, your day-to-day work takes place at an End Client site via a Recruitment Agency. However, as your legal employer, we are responsible for ensuring your concerns are heard and addressed appropriately.

This policy provides a framework for you to raise concerns regarding your employment, pay, safety, or treatment at work.

2. Scope

This procedure applies to all employees of Payments Pro Ltd. It covers issues including, but not limited to:

- Your employment contract or terms and conditions.
- Statutory pay, holiday pay, or payroll queries.
- Health and safety at the End Client site.
- Issues regarding your treatment by the Recruitment Agency or End Client (e.g., discrimination or harassment).

3. Informal Resolution

Most issues can be resolved quickly through informal dialogue.

- Payroll or Contract Issues: Please contact your dedicated Payments Pro Ltd Account Manager or our Payroll Team.
- Operational or Site Issues: If your concern relates to your daily tasks, site equipment, or colleagues at the End Client, we encourage you to discuss this with your On-site Supervisor or your Agency Consultant in the first instance.

If an informal approach does not resolve the issue, or if the matter is too serious to be handled informally, you should move to the Formal Procedure.

4. Formal Grievance Procedure

Step 1: Written Notification

To raise a formal grievance, you must submit your complaint in writing to our HR Department at compliance@paymentspro.co.uk. Please include:

1. A clear statement that you are raising a Formal Grievance.
2. A detailed description of the issue, including dates, times, and names of individuals involved.

3. Any evidence (emails, screenshots, or documents) that supports your claim.
4. Your suggested resolution or desired outcome.

Step 2: The Grievance Meeting

Once we receive your grievance, we will invite you to a formal meeting to discuss the matter.

- Timing: We aim to hold this meeting within 5 working days of receiving your complaint.
- Location: As our employees work remotely, meetings are typically held via Video Call or Telephone.
- Right to be Accompanied: You have the legal right to be accompanied by a fellow work colleague or a trade union representative.

Step 3: Investigation

Following the meeting, Payments Pro Ltd will carry out a thorough investigation. Because of our relationship with your Agency and End Client, this may involve:

- Liaising with the Recruitment Agency to obtain site-specific information.
- Requesting statements from witnesses at the End Client site.
- Reviewing internal payroll or contract records.

We will keep you updated on the progress of the investigation if it is expected to take longer than 10 working days.

Step 4: The Outcome

We will notify you of our decision and any proposed actions in writing. This letter will also explain your right to appeal if you are not satisfied with the result.

5. Appeals

If you feel your grievance has not been satisfactorily resolved, you may appeal the decision.

- Submission: Your appeal must be made in writing within 5 working days of receiving the grievance outcome.
- Process: An Appeal Hearing will be scheduled with a senior manager who was not involved in the original investigation.
- Final Decision: The outcome of the appeal is final and will be confirmed to you in writing.

6. Confidentiality and Protection

All grievances will be handled with the utmost confidentiality. Payments Pro Ltd guarantees that no employee will be victimized or treated less favourably for raising a genuine grievance in good faith.

Issued by: Payments Pro Department of Compliance
Authorised by: Ashley Holdaway, Director
Date of Issue: November 2025