

POLICY	Grievance Procedure
POLICY NUMBER	CFL009
EDITION	
DATE OF ISSUE	DATE OF REVIEW
SIGNATORY	

## 1 Introduction

It is the Board of Trustees' aim to ensure that employees are given the opportunity to raise, and have resolved, grievances and disputes. The Board hope that the majority of problems will be settled quickly through informal constructive discussions and it is not intended that this procedure will be used in place of such discussions. However, it is recognised that a formal procedure is needed to meet those circumstances that cannot be resolved in this way.

This document does not form part of any contract of employment and may be changed from time to time in line with current best practice and statutory requirements, and to ensure that business needs are met. Employees, Volunteers and the Board of Trustees will be consulted and advised of any changes as far in advance as possible of the change being made, unless the change is required by statute.

## 2 Principles

This procedure will work in accordance with the following principles

- Informal resolution

All employment related concerns should be discussed in the first instance with your immediate line manager if appropriate. If the matter is such that you do not wish to discuss it personally with your line manager, the issue should be raised directly with your line manager's manager. Although the informal stage is strongly recommended as a first step, employees have the right to bypass the informal stage and go straight to formal Stage 1 if they so wish.

- Right to be accompanied

At all stages of the grievance procedure you have the right to be accompanied by a trade union representative, or a fellow employee. Before any meetings take place the employee should tell the employer whom they have chosen as a companion. The companion will be allowed to address the hearing in order to:

- Put the employee's case
- Summarise the employee's case
- Respond on the employee's behalf to any views expressed at the hearing
- Confer with the employee
- Ask witnesses questions if required



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It will not be acceptable for the companion to:

- Answer questions on the employee's behalf
- Address the hearing against the wishes of the employee
- Prevent the organisation from explaining their case

If the companion becomes obstructive to the process in any way the organisation has the right to ask that an alternative companion be appointed by the employee.

If your chosen companion is unavailable to attend on the date or at the time originally set for the hearing, the employer must postpone the meeting to another date and time proposed by you within five working days of the date proposed by the employer. If the companion is not available within this time, you must choose another companion or attend without one.

- Records

At all formal stages of the procedure, outcomes of decisions will be recorded in writing, and copies given to all parties involved. All records will be kept confidentially in accordance with the Data Protection Act.

- Interpreter

In addition, where the employees' first language is not English and an interpreter is needed, the companion may interpret for the employee or an interpreter may attend in addition to the companion. Before any meetings take place the employee should tell the employer whom they have chosen as a companion and if the companion is able to interpret for the employee or if there is the need to appoint an interpreter. Where it is necessary to appoint an interpreter the costs will be met by the organisation

- Disability

At all times during any informal or formal proceedings the organisation will ensure, where they know an employee has a disability, to make any possible reasonable adjustments to ensure the procedure is fully accessible and understandable to all employees. These adjustments may include but are not limited to:

- Location and timing of meetings
- Alternative formats of all written disciplinary information
- Equipment such as an induction loop, sign language interpreter
- Appropriate adjustments for people with a learning disability

- Timescales

All timescales mentioned within this procedure will be adhered to where possible, but are subject to change in the event that particular circumstances prevent them being adhered to.



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### 3 Formal Procedure

Where the informal method has not resolved the issue, or is not appropriate, the following formal procedure should be used.

#### Stage 1

If you have a grievance relating to your employment you should submit a written grievance to your line manager, who should meet with you within 5 working days. Any necessary investigation will be carried out and you will be informed, in writing, of the decision in response to your grievance within 5 working days of the meeting date. The response will include notification of your right to appeal a decision if you are not satisfied with it.

Or

#### Stage 1 (Where a grievance involves the line manager)

If the grievance involves your line manager you should submit a written grievance to your manager's line manager (in some cases this will be the MC). Similarly, where your line manager is unable to hear the grievance it will be heard by your line manager's manager (in some cases this will be the MC). Timescales and appeal as for Stage 1.

#### Stage 2 - Appeal

If the matter is not resolved to your satisfaction within the time agreed, you should submit your grievance in writing to a designated member of the Management Committee. That person will call a meeting within 5 working days of your request. Having carried out whatever investigation is deemed necessary, they will give a decision, in writing, within 5 working days of the meeting. More than one MC member may be at the grievance appeal meeting.

The decision at stage 2 will be final, and there is no further right of appeal.