

## Grievance Policy

### 1. Introduction

Grievances are concerns, problems or complaints staff may have with regard to their employment concerning the job, working environment or colleagues.

Concerns should be raised immediately at the lowest possible level, using the informal process. The formal procedure may be used when the informal process does not reach a satisfactory conclusion or where it is not appropriate to use.

Where it is not possible to hold a face-to-face meeting under this procedure, the process will be conducted remotely. The organisation will ensure staff and their representatives have access to the necessary technology for participating. Staff rights will not be affected, and the organisation will ensure the procedure remains fair and reasonable.

A written record of all meetings conducted under this procedure will be made, either by the person holding the meeting or by a note taker.

This document forms part of a contract of employment and will be changed from time to time in line with current best practice and statutory requirements and to ensure business needs are met. Staff will be consulted in advance of any proposed changes with those required by law being implemented with or without staff consent.

### 2. Policy Aims:

- To detail the mechanisms for staff concerns.
- To ensure the organisation complies with its responsibilities within employment law and best practice.

### 3. Informal Process

All staff should raise any concerns with their line manager. They will discuss the issues and any reasonable solutions. If the outcome of the informal process is not satisfactory, it can be raised under the formal process.

### 4. Formal Process

A formal grievance form must be completed and submitted in writing to the line manager or other appropriate manager. There is a right to be accompanied by a Trade Union representative or workplace colleague at all formal meetings. If concerns relate to or involve a manager, the complaint will be dealt with at the level above the manager involved.

#### Stage One

Once the grievance has been received in writing, a grievance hearing will be arranged within seven days wherever possible. The purpose of the hearing is for the staff member to outline the grounds for grievance, offer any supporting evidence or witnesses and confirm the desired outcome (the purpose for raising the grievance). An investigation may be required to obtain evidence, speak to witnesses and provide the grievance panel with enough information for a decision to be made.

The outcome will be provided in writing advising on each aspect of the grievance and whether it has been upheld, partially upheld or not upheld. If the grievance is against a colleague, the

person raising the grievance has no right to information about any sanction or action taken against the colleague.

### **Appeal**

If the outcome of the formal process leads to one or more aspects being partially or not upheld, these can be appealed. The appeal must be submitted in writing to outline the reason of appeal within five working days of receiving the outcome letter. An appeal hearing will be arranged within seven days wherever possible and will be heard by the next most senior level above the manager who made the original decision or a manager who was not previously involved in the case. The outcome of the appeal will be given in writing within seven days of the hearing.

### **5. Post-Employment Grievance**

If a grievance is raised after employment has ended, it will be considered and a response will be given in writing.

### **6. Collective grievances**

A collective grievance is a complaint, which affects all staff or a group of staff in the same way.

If the issue is not resolved once the internal procedure has been exhausted, it may be referred to ACAS conciliation.

### **7. Data Protection Act 2018**

The organisation will treat all personal data in line with obligations under the current data protection regulations.

**Appendix 1, Grievance Form**

To raise a formal grievance, complete this form and give it to your line manager (unless the complaint concerns your line manager, in which case give the form to the next senior manager).

Name	
Job Title	
Department/Section	
Manager	

What is the complaint?

Please provide brief details of the desired outcome

Signature	
Date	