



Grievance Policy

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Trustees Signature : _____

GRIEVANCE POLICY

1. POLICY STATEMENT

Aspire Ryde ("the organisation") recognises that from time to time staff and volunteers may have a problem or concern relating to their employment or volunteering. Our policy is to encourage communication between staff, volunteers and management to ensure that concerns can be raised and, where possible resolved as quickly as possible. To achieve this we have a Grievance Policy which staff and volunteers should use when they have concerns about their work, working environment, working relationships or their terms and conditions of employment.

Wherever possible the organisation encourages staff and volunteers to resolve grievances informally without recourse to formal procedures to reach a quicker resolution and positive outcome to any issues/concerns.

It is our policy to ensure that all staff and volunteers have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. We aim to investigate any formal grievance you raise by holding a meeting to discuss it with you, informing you in writing of the outcome and giving you a right of appeal if you are not satisfied.

This Policy may be amended at any time and we may depart from it depending on the circumstances of any case.

2. USING THIS POLICY

If you have difficulty at any stage of the Grievance Policy because of a disability or because English is not your first language, you should discuss the situation with a member of the office team.

This Grievance Procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the appropriate Policy outlined in the Disciplinary Policy which is available from the office team.

We have a separate Harassment Policy that may be useful if you have been the victim of harassment or bullying or wish to report an incident of harassment and bullying involving other people. A copy can be obtained from the office.

We operate a separate Whistleblowing Policy to enable employees to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this Grievance Policy.

Written grievances will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process.

3. CONFIDENTIALITY

Our aim is to deal with all grievances sensitively and with due respect for the privacy of any individuals involved. All employees must treat as confidential any information communicated to them in connection with a matter which is subject to this grievance Policy.

It is organisational policy to make electronic recordings of all meetings for accuracy of notes.

You, and anyone accompanying you (including witnesses), must not make electronic recordings of any meetings or hearings conducted under this Policy.

4. RAISING GRIEVANCES INFORMALLY

Most grievances can be resolved quickly and informally through discussion with the volunteer co-ordinator. If you feel unable to speak to the volunteer co-ordinator, for example, because the complaint concerns them, then you should speak informally to the Project Leader/CEO. If this does not resolve the issue, you should then consider following the formal procedure as set out below.

5. FORMAL WRITTEN GRIEVANCES

If your grievance cannot be resolved informally you should put it in writing and submit it to the Project Leader/CEO indicating that it is a formal grievance. If the grievance concerns Project Leader/CEO, you may submit it to the Chair of the Board of Trustees. The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. In some situations we may need to ask you to provide further information. Where you are unable to formulate a written grievance due to a disability or because English is not your first language you should see a member of the office staff who will assist you.

6. INVESTIGATIONS

In some cases it may be necessary for us to carry out an investigation into your grievance. The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents. The investigation may be carried out by your line manager or someone else appointed by the organisation.

You must co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews, as part of our investigation.

Where appropriate we may initiate an investigation before holding a grievance meeting. In other cases we may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases we will hold a further grievance meeting with you after our investigation and before we reach a decision

7. RIGHT TO BE ACCOMPANIED

You may bring a companion to any grievance meeting or appeal meeting under this Policy. The companion may be a work colleague or another volunteer other than a legal representative. You must tell us who your chosen companion is, in good time before the meeting.

At the meeting, your companion may make representations to us and ask questions, but should not answer questions on your behalf. You may talk privately with them at any time during the meeting.

Acting as a companion is voluntary and your colleagues are under no obligation to do so.

If your choice of companion is unreasonable we may ask you to choose someone else, for example:

- a. if in our opinion your companion may have a conflict of interest or may prejudice the meeting; or
- b. if your companion is unavailable at the time a meeting is scheduled and will not be available for more than five working days afterwards.

We may, at our discretion, allow you to bring a companion who is not a colleague (for example, a member of your family) if this will help overcome a disability, or where you have language difficulties.

If your chosen companion is unable to attend on the date set for the hearing you may offer an alternative time and date so long as it is reasonable and is not more than 5 working days after the original date.

8. GRIEVANCE MEETINGS

We will arrange a grievance meeting, normally within 7 days of receiving your written grievance.

You and your companion (if any) should make every effort to attend grievance meetings.

The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us to reach a decision based on the available evidence and the representations you have made.

After an initial grievance meeting we may carry out further investigations and hold further grievance meetings as we consider appropriate. Such meetings will be arranged without unreasonable delay.

We will write to you, usually within 7 days of the final grievance meeting, to inform you of the outcome of your grievance and any further action that we intend to take to resolve the grievance. We will also remind you of your right of appeal. Where appropriate we may hold a meeting to give you this information in person.

9. APPEALS

Following the grievance meeting, you will be informed of the person to whom you can send a written appeal if you are still not entirely satisfied or consider you have not been fairly treated. Your written appeal should say why you are appealing against the decision and needs to be sent within 7 days of you receiving the outcome of the hearing in writing.

We will hold an appeal meeting, normally within 7 days of receiving your written appeal. This will be dealt with impartially by the Project Leader/CEO or Board member who has not previously been involved in the case (although they may ask anyone previously involved to be present). You have a right to bring a companion to the meeting (see point 7).

We will confirm our decision in writing, usually within 7 days of the appeal hearing. The decision of the person dealing with the appeal will be final. This is the end of the Policy and there is no further right of appeal.

10. MONITORING AND REVIEW OF THE POLICY

This policy will be reviewed bi-annually or earlier in the event that there are changes in legislation or as a result of a change in practice.