

Grievance Policy and Procedure

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Approved by:	Board of Trustees
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Policy Scope:	Organisation wide
History of changes:	-

1. Introduction

HYCC recognises that staff (staff refers to employees, volunteers and trustees) may wish to seek redress for grievances relating to their role in the organisation. In this respect our policy is to encourage open communication to ensure that problems can be resolved quickly to the satisfaction of all concerned.

2. Principles

This procedure sets out the informal and formal stages which must be followed to comply with the Arbitration and Conciliation Advisory Service (ACAS) Code of Practice 2009.

In addition, the following principles will be followed in the consideration of all grievances under this procedure.

- a) Each step must be followed through without unreasonable delay.
- b) Both staff member and employer must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case.
- c) Meetings will be at a reasonable time and location.
- d) All relevant information will be provided to both employer and employee in advance of any meeting under the procedure.
- e) The appeal meeting at step 3 will be chaired by a trustee
- f) If the staff member or their companion is disabled, reasonable adjustments will be made to enable them to participate fully.
- g) Confidentiality will be maintained. Only those who need to know about the grievance will be informed.

After the grievance and regardless of the outcome both parties will endeavour to work together in a positive manner.

3. Representation

The staff member has the right to be accompanied by a work colleague or trade union representative at the meetings at step 2 and step 3.

This representative may take notes and seek clarification of any issues that arise.

4. Informal Discussions

If you have a grievance about your employment you should speak to your line manager about it and discuss it informally to see if it can be resolved there and then. It is hoped that the majority of concerns will be resolved in this way.

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5. Formal Procedure

Step 1 – Written Statement by staff member

If you feel that the matter has not been resolved through informal discussions, you should set out your grievance in full in writing to your line manager (or a trustee if the grievance is with your line manager) so that its consideration takes place in a more formal setting.

Step 2 - Meeting

Your line manager (or trustee) will arrange to meet with you and a trustee to endeavour to find a satisfactory solution and will aim to give you a written response within five days. If this is not possible, they will inform you of the reason for the delay and when you can expect a response.

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Step 3 - Appeal

If you are not satisfied with the response, you may put your grievance in writing to another trustee (who has not been involved in the process so far). That individual will arrange to meet with you and will give you a response within five days. If this is not possible, they will inform you of the reason for the delay and when you can expect a response.

Step 3 is the final stage of the procedure and there is no further right of appeal.

As recommended in the ACAS Code, where an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, where the disciplinary and grievance cases are related, it may be appropriate to deal with both cases concurrently