



Grievance Policy



POLICY

The Trust's aim is to encourage any employee who has a grievance about his or her employment to use the procedure below to seek a satisfactory solution. We will try to resolve the grievance as quickly as possible to the satisfaction of the individual concerned. Where this is not possible, every effort will be made to explain the reasons for the decision and to allow the employee the right of appeal.

It is hoped that most grievances will be resolved during informal discussions.

Employees who have raised grievances will be treated fairly at all times before, during and after the conclusion of the grievance hearing(s).

PROCEDURE

Informal stage

If you have a grievance about your employment you should initially discuss it informally with your manager.

Formal stage

If you feel that the matter has not been resolved satisfactorily through informal discussions, you must put your grievance in writing. A meeting will be arranged, normally within 5 working days. You will be advised in writing of the arrangements for the grievance hearing and the right to be accompanied by a work colleague or trade union representative. The grievance will be heard by the Line Manager unless the grievance is against the Chief Executive when it would be dealt with by a Trustee. Any decision will be made after the meeting, following careful consideration of the facts, and confirmed in writing. You will be given a response within five working days of the meeting and informed of the appeals procedure.

Appeal

If the matter is not resolved to your satisfaction, you have the right to appeal by writing to the Chief Executive within 5 working days of receipt of the response. You will be advised in writing of the arrangements for an appeal hearing and the right to be accompanied by a work colleague or trade union representative. The appeal will be considered by the Chief Executive and a Trustee who was not involved in the grievance hearing, as impartially as possible. If the Grievance is against the Chief Executive the appeal will be heard by two Trustees who were not involved in the Grievance Hearing. Any decision will be made after the meeting, following careful consideration of the facts, and confirmed in writing. You will be given a written response within five working days of the meeting. This decision will be final.

INVESTIGATIONS

The Trust is committed to ensuring that all grievances are fully investigated. This may entail carrying out interviews with the employee concerned and third parties such as witnesses, colleagues and other parties, as well as analysing written records and information. Any investigation report will be made available to all the parties concerned. Where necessary, the identity of witnesses will be kept confidential.

NOTES

The timescales listed above will be adhered to wherever possible. A second management representative may be invited to attend formal grievance meetings in order to act as a witness and note taker. The Trust may seek assistance from external facilitators at any stage of the grievance procedure in the interest of seeking a satisfactory outcome for all concerned.

This policy and procedure is for guidance and does not form part of employees' contractual rights. The contents may be subject to revision from time to time

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