

## Grievance Procedure

### **1. Principles of Approach**

This procedure applies to all employees. It relates to all grievances or complaints concerning their employment, including complaints of harassment, unless there is an alternative procedure to deal with a specific matter, e.g. discipline. It is to be followed when grievances or complaints relate only to an individual employee and furthermore, it cannot be invoked to deal with matters which are in the process of being dealt with under another procedure.

The purpose of this procedure is to provide a fair and consistent method for the hearing and resolution of grievances/complaints as resources allow. In certain circumstances, the grievance/complaint can be escalated through the stages depending on the nature of the grievance.

### **2. Procedure**

#### **Informal Stage**

The employee may raise the grievance informally, in the first instance, with his/her immediate supervisor /manager if it is considered that this action might bring about a resolution to the matter. Where the employee's supervisor/manager is the object of a specific complaint however, it may be more appropriate to deal with the grievance under the second formal stage.

#### **First Formal Stage**

The employee must set out in writing the grievance and the basis for it. The complaint must be discussed with the supervisor/manager within three months of the date on which it first arose; where a series of associated and connected incidents have occurred, within three months of the last of those incidents.

The supervisor/manager must decide whether or not the three months time limit has been observed. The employee's grievance/complaint must be discussed with the employee by the supervisor/manager as soon as is practicable. The employee will receive a reply of such a discussion within a mutually agreed timescale or as soon as is practicable.

#### **Second Stage**

If the employee is dissatisfied with the outcome and wishes to pursue the matter further, within seven days of receiving the supervisor's/manager's decision, he/she must put the complaint in writing to a member of the Senior Management Team for your department. If as outlined in the informal stage the grievance relates to the employee's supervisor/manager, then the employee can move directly to the second stage. The matter will be discussed with the employee, as soon as is reasonably practicable, and, unless there is any further investigation required, the response will be conveyed in writing to the employee within a further five working days. This is subject to staff availability.

#### **Third and Final Stage**

If the employee continues to be dissatisfied with the outcome and wishes to pursue the matter further, within seven days of receiving the decision, the employee is entitled to appeal and refer the matter to Executive Director or the Assistant Executive Director.

A submission of the complaint and reasons for the appeal must be made, in writing, to Phil Knibb the Executive Director or his deputy if appropriate.

A meeting where reasonably practicable will normally convene within fourteen days of receipt of the written notification in the third and final stage. The decision will then be conveyed in writing to the employee. This is the final stage of the grievance procedure.