



1. Grievance Procedure's / Staff & Users

The Grievance Procedure is designed by Norwood Community Group Services to allow staff and Users to air and settle disagreements as quickly and easily as possible.

The general principles are:

- All staff and Users to be treated fairly and reasonably.
- All cases to be taken seriously by management.
- All individuals and circumstances to be dealt with sensitively.
- Objectivity to be maintained at all times.
- Confidentiality to be maintained at all times.
- All grievances to be dealt with at the lowest appropriate level of management.
- Where appropriate, if the subject of the grievance (complaint) is the staff manager, it may be necessary to raise the complaint with the manager of the staff immediate line manager.
- Records should be kept detailing the nature of the grievance raised, the NCGS response, any action taken and the reasons for it. These records should be kept in accordance with the Data Protection Act 1998, which requires the release of certain data to individuals on their request.
- At all stages of the formal procedure Users may be normally be accompanied by a colleague or a legal official. However, if the Users wish to bring another person to a hearing, then NCGS should be informed in good time of this and changes to time scales may need to be agreed.
- Complaints or 'appeals' relating to a dismissal decision must be raised under the statutory discipline and dismissal appeals procedure.
- Issues that may cause grievances include:

Terms and conditions of employment

Health and safety

Abuse

Bullying and harassment

New working practices

Working environment

Organisational change

Equal opportunities

However, where separate procedures exist for dealing with grievances on particular issues these should be used instead of the normal grievance procedure.

2.1 Informal Procedure



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Staff and users are encouraged to resolve any grievance situation informally. This should be done by talking directly, politely and objectively to the person with whom they have the grievance. It may be sufficient to explain clearly to the person the nature of their grievance and how it interferes with their work. This can also be done informally with the member of staff line manager and allows for problems to be resolved quickly.

If this approach is inappropriate or unsatisfactory and does not resolve the grievance informally, Users should follow the formal procedure.

2.2 Formal Procedure

All complaints will be fully investigated. Confidentiality will be maintained as far as possible and the investigation will be handled with due respect for the rights of all parties. Every effort will be made to resolve the complaint quickly.

Any malicious complaints may result in disciplinary action against the complainant.

At a formal grievance hearing, in addition to the person or people hearing the case, the Head of Personnel (to provide legal and procedural advice) and a note-taker (to keep a record of the proceedings) may be present.

Where a staff has a grievance arising from employment and the informal route has been exhausted or it is not practicable to use this route, a four step process will be invoked:

Step One - Statement of Grievance

Step Two – The Grievance Meeting

Step Three – First Appeal, if appropriate

Step Four – Final Appeal, if appropriate.

Both the Users and the manager/member of Charity/Governors have responsibility for complying with these steps as follows:

Step One - Statement of Grievance

The Staff or users must set out the grievance in writing and send/give this to the manager (or where the grievance is about their immediate manager, to a more senior manager).

Step Two - Grievance Meeting



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- The manager must hold a meeting within five working days to discuss the staff or user's concerns
- The staff or users has the right to representation from a legal official
- A grievance meeting must take place before any decision is made
- The staff or users must take reasonable steps to attend the meeting
- Either at or after the meeting the manager must provide the staff or users with the decision or this will be confirmed or given in writing.

The staff or users must be given the right to appeal any decision to a member of the Charity and this will progress the grievance to Stage Three (see below)

- Wherever possible the grievance should be resolved and any decision given at the time of the meeting. However, if this is not practicable a decision should be given within two working days of the meeting unless the Staff or users and manager agree otherwise.
- If the staff or users feels that he or she has not received a satisfactory outcome to their grievance they must take the opportunity of appealing against the decision. If they do not follow the procedure and appeal an employment tribunal may reduce any award of compensation.

Step Three – The Appeal Meeting

- Staff or users informs a member of Charity, which includes the Director, in writing, that they wish to appeal against the decision
- If the person bringing the grievance is a member of Charity, including the Director, this stage is omitted and the hearing will be held at the next stage.
- A member of Charity must hold a meeting within ten working days of the appeal being raised to discuss the concerns/points raised
- The Staff or users has the right to representation from a work colleague or a legal representative
- The Staff or users must take reasonable steps to attend the meeting
- Either at or after the meeting the designated member of Charity must inform the Users of the decision



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- The Staff or users must be given the right to appeal against any decision to a specially convened sub-committee of the Governing body and this will progress the grievance to Step Four

Wherever possible the grievance appeal should be resolved and any decision given at the time of the meeting. However, if this is not practicable a decision should be given within five working days of the meeting unless the Users and member of the Board of Trustees agree otherwise.

If the Users feels that he or she has not received a satisfactory outcome to their grievance they must take the opportunity of appealing against the decision.

Step Four – Final Appeal Meeting

- Staff or users submit a formal written notice to the Chair of the Governing Body that they wish to appeal against the decision.
- The Chair of the Governing Body must endeavour to set up a sub-committee of 3 Trustee's to hold a meeting within fifteen to twenty working days of the appeal being raised to discuss the concerns/points.
- This time shall be extended if necessary to enable the Director or member of Charity to submit a written report and relevant documents, including documents from other parties to the grievance, to the Chair of the Board of Trustees.
- The Staff or users has the right to be accompanied by a work colleague or legal official
- The Staff or users must take reasonable steps to attend the meeting
- Each of the parties concerned may be required to attend but refusal to attend shall not invalidate the proceedings of the. Board of Trustees
- Wherever possible the grievance appeal should be resolved and any decision given by the Chair of the sub-Committee verbally at the time of the meeting. However, if this is not practicable a decision should be given within five working days of the meeting unless the Users and Chair of the sub-committee agree otherwise. The decision will be confirmed or given in writing.
- The decision given at the appeal meeting will be final and binding on all parties.



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The implementation of this policy and procedure will be adjusted if necessary
by
the Board of Trustees.

Implementation date: April 2015
Reviewed: 13th April 2016