

Grievance Policy

1. Introduction

- 1.1 This grievance procedure enables Sacriston Youth Project (“the Charity”) to ensure that any problems, complaints or concerns raised by an employee are dealt with in a fair, timely and consistent manner. If an employee has a grievance or complaint regarding:
- a) their work, working conditions, pay and benefits, working hours; or
 - b) discrimination on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin; or
 - c) treatment by colleagues including harassment and bullying; or
 - d) their health and safety or a breach of statutory employment rights; or
 - e) any other issue affecting their employment, it should be raised in line with this procedure.
- 1.2 Complaints in respect of disciplinary action taken by the Charity should be dealt with as an appeal under the disciplinary procedure.
- 1.3 Complaints relating to Tax or NI issues cannot be dealt with under this policy.

2. Informal Procedure

- 2.1 Employee’s should, where possible, discuss the grievance or complaint with their immediate manager on an informal basis first. Their Line Manager will discuss any concerns with them and attempt to resolve the matter within a reasonable timescale. Where it is not possible for the employee to talk to their Line Manager, or if the grievance concerns them, they should instead talk to the next most senior person within the Charity.
- 2.2 Where the informal procedure is used, both parties should keep a written record of the meeting including what was discussed and any proposed action.
- 2.3 If the grievance has not been resolved or cannot be settled informally, the matter should be dealt with according to the formal grievance procedure.

3. Formal Grievance Procedure:

3.1 Written Statement

- 3.1.1 The aggrieved employee must first send a written statement detailing the nature of the grievance to the employee’s Line Manager without unreasonable delay.

- 3.1.2 Where it is the Line Manager who is the subject of the Grievance, the employee should instead send the written statement to the Line Manager or another manager of equal or greater seniority, where possible.

3.2 Grievance Meeting

- 3.2.1 Upon receiving the written statement, the Line Manager will arrange for a formal meeting to be held in order to discuss the grievance. The formal meeting will be held without unreasonable delay and usually no longer than 5 working days after the statement of grievance is received.
- 3.2.2 The meeting must not take place if the Line Manager has not had a reasonable opportunity to consider their response to the information.
- 3.2.3 Before the meeting, a thorough investigation of the facts relating to any allegations must take place. Any requests for anonymity and confidentiality should be taken seriously.
- 3.2.4 The employee may, following a reasonable request, be accompanied by a colleague, a suitably certified trade union representative or an official employed by a trade union. The companion may not, however, answer questions on behalf of the employee.
- 3.2.5 The chosen companion will be able to address the meeting to put or sum up the employee's case as well as confer with them during the meeting. They may not, however, answer questions on the employee's behalf, address the meeting if the employee does not wish them to do so or prevent the Charity from explaining their case.
- 3.2.6 The Charity reserves the right to refuse to accept a companion whose presence may undermine the grievance process.
- 3.2.7 The Line Manager, employee and their companions shall make every effort to attend the meeting. If the employee fails to attend the grievance hearing without explanation or seems to make insufficient efforts to attend, then the hearing may proceed in their absence.
- 3.2.8 If possible, the employee should explain how they think the grievance could be resolved and what outcome they are seeking.
- 3.2.9 If a further investigation of the matter is required, then the meeting should be adjourned to a later date before a decision is taken about how to deal with the grievance.

3.3 Outcome of meeting

- 3.3.1 Following the meeting and investigation and without unreasonable delay the Line Manager shall set out in writing the outcome of the hearing and any action they intend to be take in order to resolve the grievance (if appropriate).
- 3.3.2 The Line Manager shall also inform the employee of their right to appeal if they are not satisfied with the action taken.

3.3.3 Any action taken shall be monitored and reviewed, as appropriate, to ensure it effectively deals with the issue.

3.4 Appeal

3.4.1 There is a right of appeal where the employee feel their grievance has not been satisfactorily resolved.

3.4.2 The request for an appeal must state the grounds for the appeal and should be submitted to the Business Manager in writing within 5 working days of receiving written confirmation as to the outcome of the grievance meeting.

3.4.3 The Business Manager will arrange a further meeting to discuss the appeal within a reasonable time of receiving the request for an appeal. The employee will be informed of the time and place of the appeal in advance.

3.4.4 The appeal will be dealt with impartially and, wherever possible, will be chaired by a manager who has not previously been involved in the case and is of increased seniority to the one who dealt with the original grievance. This appeal hearing is not a re-hearing of the original hearing but a consideration of the specific areas of dissatisfaction in relation to the original grievance.

3.4.5 The employee has the right to be accompanied at the appeal meeting and the outcome of the appeal meeting shall be communicated to in writing within 5 working days. Decisions made at this point are final and the grievance procedure is concluded.

4. Confidentiality

4.1 Grievances will be handled with as high a degree of confidentiality as is practicable.

4.2 Confidential records of the grievance will be kept in the employee's personnel file in accordance with Data Protection legislation. Copies of meeting notes will be provided to the employee, although the Charity reserves the right to withhold certain information (e.g. to protect a witness).

5. Special Cases

5.1 Where a grievance is raised during the disciplinary process, the disciplinary process may be suspended so the grievance can be dealt with first. However, in most cases both processes may run in parallel.

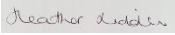
5.2 The above procedure shall not be used for collective grievances.

5.3 A separate procedure can be referred to for issues involving bullying, harassment or whistle blowing.

6. Data Protection

- 6.1 The Charity shall process personal data collected during the investigation process and any subsequent disciplinary action in accordance with its Data Protection Policy. Data collected during the investigation process and subsequent action will be held securely and accessed by, and disclosed to, individuals only for the purposes of completing the grievance procedure.
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This policy has been approved & authorised by:

Name: Heather Liddle
Position: Trustee – Sacriston Youth Project
Date: April 2021
Signature: 

Date of Review	Reviewed By	Changes Made	Date of Next Review
April 2021	Jo Cameron - Trustee		April 2022