



Cumbria Family Support Ltd

GRIEVANCE POLICY AND PROCEDURE

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Introduction

Cumbria Family Support (CFS) is an organisation in which staff, managers, and trustees share clear values.

Staff are consulted as a matter of course on employment issues and staff should feel comfortable in constructively giving their views to managers and trustees.

However, on occasions, a member of staff may feel aggrieved about a concern which they have, and it is important to have a set of procedures to deal with such an eventuality.

This Grievance Policy and Procedure provides a formal mechanism for an employee to raise a work related issue which they wish to have resolved. In the majority of cases line managers will address their employees concerns on an informal basis once the matter is brought to their attention.

This Policy and Procedure should be included in the induction process for all employees.

1. Stage 1: Informal Process

1.1 Employees have the opportunity to raise matters of concern with their line manager during the course of routine supervision meetings, and should do so in the first instance.

1.2 Where an employee wishes to discuss a work related matter concerning:

- Their work
- Their working environment
- Working relationships
- Other work related concerns

which they perceive to be unfair, inappropriate or in breach of their contractual term, they should request a meeting with their line manager to discuss the matter concerned.

1.3 This meeting should normally take place within five working days of the request for a meeting.

1.4 Managers have a responsibility to encourage employees to discuss such matters, even where they are reluctant to do so, in order to ensure a positive working environment, and operational efficiency.

1.5 In turn, employees are expected to raise their concerns, co-operate fully with the grievance process, and work with managers to address their concerns.

1.6 Once an employee's concerns have been resolved, managers will conduct a review to consider whether any changes are required to existing work practices.

1.7 If the matter is not resolved to the satisfaction of the employee, then he/she may proceed to the formal Grievance Procedure.

2. Stage 2: The Grievance Procedure

At all stages in the Grievance Procedure an employee has the right to be accompanied by a trade union representative, or a work colleague.

It should be noted that there is no obligation for a work colleague to act in this capacity.

- 2.1 If a Grievance has not been resolved to the satisfaction of the employee, the Grievance must be put in writing and passed to the line manager in an envelope marked "Private and Confidential."

The manager must acknowledge receipt of the Grievance within 2 working days and should set up a Stage 1 meeting within 5 working days of receipt of the Grievance. The purpose of this meeting is to gain an understanding as to why the informal stage of the process has been unsuccessful and to learn more about the employee's concerns.

During the course of this meeting, or during the subsequent investigation, a manager may discover that an employee's concern has arisen due to a genuine misunderstanding or lack of information. In such cases it is anticipated that the matter will be resolved by providing a full explanation of events.

This will be confirmed in writing to the employee.

All notes and correspondence relating to grievances, whether upheld or not, should be retained on the employee's personnel file for a period of 12 months.

3. Stage 3: Appeal

If the employee believes their concern has not been addressed they may proceed to stage 3 of the process. At this stage the employee must write to the Chief Officer in an envelope marked "private and confidential" restating the basis of the grievance and why he/she is not satisfied with the outcome of stage 2.

The Chief Officer will acknowledge this letter within 3 working days and set up an Appeal Hearing within 10 working days of having received the appellant's letter. The Appeal panel will consist of 3 Trustees and will, wherever possible be chaired by the Chair of Trustees.

3.1 Conduct of the Appeal Hearing

1. The Chair of the Appeal Panel will introduce the Panel. He/she will then invite all other persons present to introduce themselves.
2. The Appellant or his/her representative will be invited to present the case for appeal.
3. The manager who dealt with Stage 2 will be invited to ask questions of the employee or his/her representative followed by questions from the Appeals Panel.
4. The employee or his/her representative will be asked to sum up.
5. The manager who dealt with Stage 2 will then be invited to present his/her reasons for the decision taken at Stage 2 followed by questions from the employee and then the Appeals Panel.
6. The manager will be invited to sum up.
7. The Appeal will adjourn to consider its decision.
8. After reconvening, the Chair of the Appeals Panel will advise the employee of its decision and the reasons for reaching its decision.
9. The decision of the Appeals Panel will be final and will be notified formally to the employee in writing within 3 working days.

4. Where the Grievance Relates to the Employee's Line Manager

Where a grievance relates to the conduct or attitude of a line manager, it would, of course, be inappropriate for the matter to be dealt with by that particular line manager and, if such a situation should arise, the employee should immediately implement Stage 2 (the formal procedure) and may choose to present the grievance to another line manager or, alternatively, to the Chair of Trustees. In the latter case, the Chair will arrange for 2 Trustees (other than him/herself) to hear the grievance.)

In such cases the Appeal will be heard by Trustees who have not participated in Stage 2.

5. Overlapping Grievance and Disciplinary Cases

- 5.1 Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance.
- 5.2 Where the disciplinary and grievance cases are related, it may be appropriate to deal with both matters concurrently.

Appendices:

"Discipline and grievances at work The Acas Guide"

"Code of Practice on Disciplinary and Grievance Procedures" (Acas March 2015)