

## POLICIES AND PROCEDURES

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### Grievance procedure

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Cross Reference	Aspired Futures Staff Handbook

#### Purpose of this document

In order to settle all individual grievances or to avoid disputes between employees, volunteers and the Board of Trustees.

#### Details of Policy

Aspired Futures (AF) hopes that during your employment, you will enjoy work and share the experience with your colleagues. We do however recognise that from time to time, issues may arise which may cause you some distress.

#### **Informal Process**

In most cases, grievances can be resolved quickly and informally through discussions with your line manager. If your grievance relates to your line manager, you can instead raise your grievance informally with a more senior manager. Or if the grievance is with the Director of Services raise with the Chair of Trustees. Through the informal process we would look to discuss the complaint and work towards a suitable outcome to your grievance without the need to take it through to a formal process.

Where it is not possible for a grievance to be resolved informally, the formal procedure stages will be implemented so that we can actively deal with your complaint.

#### **Stage One**

- In order to raise a formal grievance, you should submit your complaint in writing to your line manager providing details of any relevant facts, dates and names of the individuals involved. Where your complaint concerns your line manager, you should address your complaint to a senior manager.
- Dependant on the circumstances surrounding your grievance, it may be necessary for us to carry out an investigation. During such times, we expect you to co-operate fully and promptly with us so that we can obtain sufficient information to deal with the issue at hand.
- If a grievance meeting is necessary it will be scheduled within 7 days of receiving the written grievance from the employee.
- This meeting will provide you with an opportunity to explain your grievance and provide your views on how you would like the issue to be resolved. This will help us to reach a decision based on the evidence available and the representations you have made. Dependant on the issues raised at the grievance meeting, it may be necessary for further investigations to be carried out and for a grievance meeting to be re-convened.
- Following the grievance meeting we will usually write to you within 7 days to inform you of the outcome of the grievance and the action that we intend to take.

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- Where the grievance has not been resolved to your satisfaction, you have the right to appeal in writing to the Director of Services within 7 days of receiving the outcome letter. Within your appeal notification, you should state your full grounds of appeal.

### Stage Two

- Upon receipt of an appeal notification, we will usually hold an appeal meeting within 7 days of receiving your letter. The appeal meeting will be held by a manager impartial to the original grievance and you have the right to be accompanied to any such meetings.
- Following the appeal meeting we will write to you and confirm our final decision within 7 days. At this stage, there is no further right of appeal.

### Right to be Accompanied

- The employee is entitled to be accompanied to the grievance meeting by a trade union representative or a fellow colleague and we request that you inform the manager conducting the hearing of your chosen companion prior to the meeting taking place.
- If for any reason your companion is unable to attend the meeting on the scheduled date, the management team should be informed so that suitable alternative date can be arranged.