



Grievance

CHARITY POLICY & PROCEDURE

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Grievance

Statement of Intent

The Grievance Policy and Procedure is designed to ensure that all employees have access to a procedure to help deal with any grievance relating to their employment fairly and without unreasonable delay. We aim to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.

Talbot House Children's Charity Limited ("the Charity") expects all employees to work within the Charity's rules and procedure. All employees have a responsibility to conduct themselves in an appropriate and professional manner in accordance with the Charity's Code of Conduct and values, and co-operate in the application of this procedure.

All matters raised under this policy will be dealt with fairly and we will ensure that steps are taken to establish the facts and to give employees the opportunity to respond before any formal action is taken.

This policy applies to all employees regardless of length of service. It does not apply to workers, agency workers or self-employed contractors.

This procedure does not form part of any employee's contract of employment, and it may be amended at any time. The Charity may also vary this procedure, including any time limits, as appropriate in any case.

Grievance

1. Confidentiality

- All matters raised under this policy will be dealt with sensitively and take into consideration the privacy of the individuals involved wherever possible.
- All employees must treat any information communicated to them in connection with any grievance raised as confidential. Failure to do so may result in disciplinary action.
- Any individual/s found to have made electronic recordings of any meetings or discussions, whether informal or formal, without prior authorisation, will be subject to disciplinary action.

2. Using this Policy and Procedure

Issues that could cause grievances may include:

- Terms and conditions of employment.
- Health and safety.
- Work relations.
- Bullying and harassment.
- New working practices.
- Working environment.
- Organisational change.
- Discrimination.

This policy should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the **Disciplinary Policy**. For collective grievances (concerning two or more employees), please see section 10 of this policy.

- 2.1 Written grievances will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process. These will be processed in accordance with our **Data Protection Policy**. Any employee raising a reasonable and genuine grievance shall suffer no detriment as a result of raising the complaint. However, knowingly false or vexatious complaints will be treated as a serious disciplinary matter.

3. Informal Grievances

Most grievances can be resolved quickly and informally through discussion with your line manager. If you feel unable to speak to your manager, for example, because the complaint concerns him or her, then you should speak informally to a more senior manager. If this does not resolve the issue, you should follow the formal procedure below.

4. Formal Written Grievances

- If your grievance cannot be resolved informally you should put it in writing and submit it to your line manager, indicating that it is a formal grievance.
- If the grievance concerns your line manager, you may submit it to a more senior manager instead.
- The written grievance should contain a full description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved.
- In some situations, we may ask you to provide further information.

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5. Welfare Support

The Charity recognises that raising a grievance can potentially be a stressful and upsetting time for an employee. As a further support mechanism, a welfare support officer (an employee unconnected with the case) can be appointed upon request by a member of the Senior Management Team (the CEO or Head Teacher) or a Trustee, if appropriate, at the beginning of proceedings. Their role will be to act as the key contact for the employee and provide support during the procedure.

6. Investigations

- It may be necessary for us to carry out an investigation into your grievance. The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from any witnesses, and / or reviewing relevant documents.
- You must co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews, as part of our investigation.
- We may initiate an investigation before holding a grievance meeting where we consider this appropriate. In other cases, we may hold a grievance meeting before deciding what investigation, if any, to carry out.

7. Right to be Accompanied

- You may bring a companion to any grievance meeting or appeal meeting under this procedure. The companion may be either a trade union representative / official or a work colleague. You must tell the person holding the grievance meeting who your chosen companion is, within one working day before the meeting.
- At the meeting, your companion may make representations to us and ask questions, but should not answer questions on your behalf. You may talk privately with them at any time during the meeting.
- If your chosen companion is unavailable at the time a meeting is scheduled and will not be available for more than five working days afterwards, we may ask you to choose someone else.

8. Grievance Meetings

- We will arrange a grievance meeting, as soon as reasonably possible following receipt of your written grievance.
- You and your companion, if applicable, should make every effort to attend grievance meetings. If you or your companion cannot attend at the time specified, you should inform us immediately and we will try, within reason, to agree an alternative time.
- The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us to reach a decision based on the available evidence and the representations you have made.
- After an initial grievance meeting we may carry out further investigations and hold further grievance meetings as we consider appropriate. Such meetings will be arranged without unreasonable delay.

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- We will write to you, as soon as possible following the final grievance meeting, to inform you of the outcome of your grievance and any further action that we intend to take to resolve the grievance. We will also remind you of your right to appeal. Where appropriate we may hold a meeting to give you this information in person.

9. Appeals

- If the employee who raised the grievance does not feel that the grievance has been resolved to their satisfaction, they may appeal in writing to the person stated in within the grievance outcome letter, setting out their full grounds of appeal, within 7 consecutive days of the date on which the decision was sent or given to you.
- We will hold an appeal meeting as soon as reasonably practicable following receipt of your written appeal. This will be dealt with impartially by a manager who has not previously been involved in the case. You have a right to bring a companion to the meeting as set out above.
- We will confirm our final decision in writing, as soon as reasonably practicable following the appeal hearing. This is the end of the procedure and there is no further right to appeal.

10. Collective Grievances

- Where a group of employees have a collective grievance, the procedure will usually follow the same stages outlined for individual grievances. However, these matters will be dealt with as deemed appropriate to the facts of the case and so may not follow the same stages in all circumstances. The stage at which it commences will be appropriate to the nature of the grievance. The CEO, Head Teacher, Deputy Head Teacher, or other Manager will be appointed to resolve the issue.
- For collective grievances it may be necessary to have one or two representatives (of the whole group with the same grievance) appointed to attend meetings.
- If there are slight differences in their collective grievance, then individual meetings may take place.

11. Overlapping Grievance and Disciplinary Matters

Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. However, where the grievance and disciplinary cases are related it may be appropriate to deal with both issues at the same time.

12. Policy Review

This policy is non-contractual and is subject for review in line with changes to legislation. This policy may be subject for review prior to the date shown if deemed necessary. The HR Department will be responsible for reviewing this policy.

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I have read, understood and acknowledge this Policy and will endeavour to follow the guidance outlined within.

Print name: _____

Job Title: _____

Department: _____

Sign: _____

Date: _____

Please complete full details above, once complete please return to the HR Department within 5 working days.

Please do not hesitate to contact me should you have any questions.

HR Department

Talbot House Children's Charity