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Grievance Policy

1. Purpose

1.1. The policy shall be followed in order to deal with any individual grievance that a member of staff or volunteer has with another employee of NoOffence! CIC!, or with a collective grievance. It should be used where grievances are of a serious nature and that informal approaches have failed to resolve. The aim of this procedure is to settle grievances fairly and as near to the point of origin as possible and it is intended to operate simply and rapidly. This procedure does not apply to complaints from clients or other service users, for which the Complaints Procedure is used. It also does not apply to disciplinary and capability matters that are dealt with under separate procedures that include rights of appeal.

2. General principles

2.1. Every effort shall be made to resolve the issue at each stage of the procedure.

2.2. All complaints should be dealt with speedily and effectively.

2.3. Strict confidentiality shall be ensured at all stages.

2.4. These procedures are intended to ensure fairness by preventing anyone involved in a grievance raised from being involved in the decision-making.

2.5. Written records shall be kept at all stages.

2.6. Both those raising, or defending a grievance have the right to be accompanied by a union representative or work colleague at all stages.

3. Scope of the grievance procedure

3.1. The grievance procedure applies to all staff and all volunteers.



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4. Informal resolution

4.1. In advance of any formal procedure the employee should raise the issue of concern with her/his immediate line manager for clarification. This will usually be done verbally and the manager will provide a verbal response. Both parties may wish to keep a record of this. All parties concerned will endeavour to resolve the matter as quickly as possible to the satisfaction of all concerned.

5. Raising a grievance

5.1. First stage

5.1.1. If the matter has not been resolved in informal discussions the employee may submit the details of his or her grievance, including the proposed redress, in writing to their line manager. They should give evidence and name witnesses if any.

5.1.2. If the grievance involves personal allegations about the behaviour or conduct of their line manager, the written grievance should be sent to the manager's manager.

5.1.3. The appropriate manager will investigate the matter, interview any other parties and witnesses as appropriate, and communicate the outcome of his or her investigation to the parties concerned, within 10 working days. All individuals have the right to be accompanied by a trade union representative or work colleague to any meeting. The manager may be accompanied at any meeting by an HR advisor.

5.2. Second stage

5.2.1. Where it has not been possible to resolve the matter at stage 1 the employee is entitled to raise the matter with the Chief Executive. If the Chief Executive has been involved in Stage 1, a Advisory Board member nominated by the Chair will hear the matter. The Chief Executive (or Advisory Board member) will hold a meeting with the employee to hear the grievance. An external HR advisor may advise them. All the papers relating to the first stage will be made available for the second stage meeting. Such a meeting shall be held within 10 working days of the receipt of notification, unless otherwise mutually agreed. The Chief Executive (or Advisory Board member) will consider who else they need to interview to make a decision on the grievance.



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They will carry out those interviews and communicate the outcome of his or her decision within 10 working days. All individuals have the right to be accompanied by a trade union representative or work colleague to the meeting.

5.3. Third stage

5.3.1. Where the matter is not resolved at the second stage the employee may raise the matter with a panel of three Advisory Board members, one of which would normally be the Chair. A meeting will be arranged within 10 working days of the written notification having been received. An HR advisor may advise the panel. The panel will consider the grievance put forward by the member of staff who may be accompanied by a trade union representative or work colleague. The panel may choose to gather further information to enable them to make a decision. The decision of the panel shall be final.

6. Outcomes from the grievances

6.1. The grievance may be upheld in full, in part or not at all. Should a grievance against an employee be upheld at any stage, and where there are serious issues of negligence, misconduct, breach of standards of acceptable behaviour, the manager may pursue the matter through the disciplinary and capability procedure, as appropriate.

7. Timescales

7.1. It is essential to ensure that all the relevant facts, documentation and appropriate personnel are available before an informed decision can be made. Therefore in exceptional circumstances, it may be necessary to vary the time limits specified in the procedure. In these circumstances, the appropriate manager will write to the employee informing him or her of the reasons for this and establishing amended timescales.

Notwithstanding the need for thoroughness and accuracy of information it is accepted that it is in the best interests of the all concerned that grievances are dealt with quickly and as close to the point of origin as possible.



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8. Disputes

8.1. Between a group of employees and the employer

8.1.1. Matters arising between a group of employees and the employer should be dealt with as above.

8.1.2. Every effort shall be made to resolve the issue at each stage and until this procedure has been completed and the results known, status quo working will take place.

9. Review

9.1. The policy will be reviewed in January 2016 by the Chief Executive. It will also be reviewed in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness.

Approved by: Chief Executive, 5th January 2015

Review date: January 2016