

Grievance Policy

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Review	This policy will be reviewed periodically.

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This policy applies to all Board members, employees and casual workers henceforth referred to as the Staff of Sadeh.

1. PURPOSE AND SCOPE

The grievance policy is designed for dealing with any concerns, complaints or problems affecting Staff including the application or interpretation of Sadeh's conditions of employment, new work practices, health and safety, work colleagues and organisational changes. The following procedure will provide a mechanism for any grievance to be dealt with without unreasonable delay.

2. POLICY STATEMENT

2.1 All complaints and grievances will normally be dealt with within the time scales stated below. Both the Staff member and Sadeh should endeavour to reach an agreement as soon as possible.

Once the grievance/appeal has been raised	Hearing date to normally be notified to the employee within 10 working days
If the Staff member is unable to make the hearing.	Staff member to offer an alternative date normally within 5 working days of the original hearing date.
Written record of outcome of the hearing	Provided by Sadeh normally within 10 working days

If it is not possible to respond to the above time scales, Sadeh will explain why to the Staff member and inform them of the required extension period.

In each case of a grievance complaint being initiated, Sadeh will endeavour to complete the entire procedure within 28 days. This may not always be possible due to a number of factors eg Staff member holidays etc.

2.2 This procedure is designed to ensure that all Staff in Sadeh are treated fairly and consistently if they raise a complaint or grievance.

2.3 At all stages in the formal grievance procedure, the Staff member has the right to be accompanied to a grievance hearing by a work colleague, a Trade Union representative or an official employed by a Trade Union. The companion is allowed to address the hearing to put and sum up the Staff member's case, respond on behalf of the Staff member to any views expressed and confer with the Staff member during the meeting. The companion does not, however, have the right to answer questions on behalf of the Staff member, address the hearing if the Staff member does not wish it or prevent the employer from explaining their case.

3. STAFF RESPONSIBILITIES

3.1 Staff should make every effort to assist with a smooth and timely process.

3.2 Fellow colleagues or Trade Union officials have no duty to accept a request to accompany an employee to a grievance hearing. No pressure should be brought on a person who does not wish to act as a companion at a hearing.

4. **EMPLOYER RESPONSIBILITIES**

- 4.1 Sadeh will ensure that the Staff member is advised of their right to be accompanied and the right of appeal.
- 4.2 At each stage of the grievance procedure the Staff member will be given every opportunity to state his/her case fully.
- 4.3 The line manager or equivalent hearing the grievance should ensure that any investigations that may be appropriate are undertaken.
- 4.4 It is the responsibility of the line manager or equivalent to ensure that all time scales are adhered to, unless it is agreed by both parties that further time is required for investigation.
- 4.5 All records relating to the grievance hearing are to be kept confidential. Copies are to be given to the Staff member; however in certain circumstances Sadeh may withhold information e.g. to protect a witness.
- 4.6 Meeting notes and written correspondence relating to a grievance will be placed on the Staff member's personnel file or stored in an HR system.

5. **PROCESS**

Most grievances can be resolved quickly and informally through discussion with your line manager. If this does not resolve the problem you should initiate the formal procedure set out below.

5.1 **Standard procedure (for all Staff)**

- If it is not possible to resolve a grievance informally the grievance should be raised formally without delay to the line manager, or directly to a Board member. This should be done by letter setting out your grievance including any relevant facts, dates, and names of individuals involved so that we can investigate.
- The Staff member will then be notified in writing, normally within 10 working days of Sadeh receiving the grievance, of a time and date for a hearing and who will be in attendance. This meeting will allow the Staff member an opportunity to explain in full the matter giving them cause for concern.
- If the Staff member is unable to attend the hearing they must explain the reason why and give an alternative date and time. Generally this should fall within 5 working days of the original hearing date.
- After the meeting (and investigation if appropriate) a formal written response will be issued, normally within 10 working days of the hearing, stating any agreed outcomes. This letter will also include details of the Staff member's right of appeal if they remain unsatisfied with the response.

5.2 **Appeal**

- If the grievance has not been resolved, Staff may appeal by sending a written appeal letter outlining the ongoing concerns and requesting an appeal. The appeal must be requested no later than 5 working days after the date on which the decision was sent or given to the Staff member.

- A meeting will then be arranged to discuss the grounds of the appeal. Appeals will normally be held by the Chief Executive Officer, a Board member or some other suitably competent and trusted third party as determined by Sadeh, and a note taker.
- After the meeting (and separate investigation if appropriate) a formal written response will be issued, normally within 10 working days of the meeting, stating the agreed outcome. This decision will be the final decision.

6. OVERLAPPING GRIEVANCE AND DISCIPLINARY CASES

Where an employee Staff member raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.

Sadeh reserves the right to amend this policy as required.