



## GRIEVANCE PROVISIONS

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## AIMS

The purpose of these provisions is to provide a fair and effective procedure for resolving individual grievances on matters such as working practices, health and safety, fair treatment or terms and conditions of employment. When dealing with a grievance managers will have regard to the ACAS Code of Practice.

## PRINCIPLES

The following principles underpin our approach to handling grievances:

- We will apply the procedure so as to deal with grievances quickly and fairly, and at as low a level in the organisation as possible
- We will seek to balance the interests of confidentiality and natural justice to get to the root of the issue in question
- Employees are entitled to be accompanied by a fellow worker or trade union representative to a formal hearing concerning serious or contractual issues. We will facilitate this and provide information about this right on request
- We expect workers to use this procedure to raise any concerns they may have about workplace practices or suspicions of criminal acts, miscarriages of justice or dangers to health and safety, and we will protect such workers from suffering any detriment if they raise such concerns honestly and reasonably
- We will keep a record of the grievance hearing and give the employee an opportunity to check its accuracy, as well as a copy of the final record to retain
- We appreciate that grievances about unfair treatment, such as bullying or harassment, can be particularly sensitive and so we provide a separate procedure to raise such concerns - details are included in the Staff Handbook or available on request from Head Office.

## PROCEDURE

Most routine complaints and grievances are best resolved informally in discussion with the employee's immediate line manager. However, where the grievance cannot be resolved informally, the employee should follow the procedure below:

- Stage 1: the employee should set out the grievance in writing and send it to their line manager (or, where the grievance is against the line manager, a more senior manager). The manager must invite the employee to at least one meeting to discuss the grievance and thereafter inform the employee of his/her response and the employee's right to appeal against it if he/she is not satisfied with it.
- Stage 2: if the matter is not resolved at Stage 1, the employee should refer it in writing to the Chief Executive who will arrange for an appropriate senior manager or Management Committee Member(s) to meet with the employee, following which that manager or Management Committee Member must inform the employee of his/her decision.
- Stage 3: if the aggrieved person is still not satisfied, he/she has the right to refer the matter to the Convener of the Management Committee who will hear the grievance in person or may opt to convene an Appeals Panel. The matter will end here except in exceptional circumstances which, with agreement of the parties, could mean further discussion or conciliation on whatever terms are agreed.

## STATUS QUO

A 'status-quo' principle will be observed throughout the process, except where the issue in dispute involves the health and safety of tenants or staff.

## MATTERS WHICH RELATE TO ONGOING DISCIPLINARY PROCESS

It is not appropriate to employ the grievance procedure for matters which are already the subject of the disciplinary process. Similarly, where an issue is in dispute under the grievance procedure, it is not appropriate to invoke the disciplinary process in relation to that issue until the grievance procedure has concluded.

## GENERAL REQUIREMENTS

Each and every step of the grievance procedure must be taken without unreasonable delay. The timings and locations of meetings must be reasonable and the employee must take all reasonable steps to attend the meetings arranged. Meetings must be conducted in a manner that enables both employer and employee to explain their case. In the case of appeal hearings which are not the first meeting the case will so far as is reasonably practicable be considered by a more senior manager than attended the first meeting.