



Charity number 1197599

Staff Grievance Policy for Brereton Big Local CIO

Object

The object of this procedure is to provide an employee who considers that he/she has a grievance, with the opportunity to have it examined quickly and effectively. Where a grievance is deemed to exist, our aim is to resolve it, if possible, at the earliest practicable moment and at the first level of management.

Procedure

This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a grievance. The procedure contains three stages. However, as it is the aim of this procedure to settle matters at the earliest practicable moment, it is not anticipated that all grievances will go through all procedural stages.

Stage 1 – Submission of Grievance

An employee who has a grievance should raise this informally with the C IO in the first instance. Every attempt will be made to settle grievances informally and it is only where the employee is dissatisfied with the outcome Stage 2 of the procedure is invoked.

Stage 2 – Hearing of Grievance

An employee who feels aggrieved on any matter affecting his/her employment should write to the C IO making it clear that the first stage of the formal grievance procedure is being invoked and detailing the grievance. A form can be provided for the employee to detail the grievance. The aggrieved employee will be invited to a hearing to discuss the grievance which will enable the employee to give full details. This meeting will usually be within five working days of receiving the complaint, unless agreed otherwise. The aggrieved employee has the right to be accompanied by a fellow work colleague or trade union representative of his/her choice.

The C IO will investigate the issue, consulting where necessary other members of staff and management. The decision shall be given in writing to the employee concerned usually no later than **ten working days** from the complaint being heard. If the employee is dissatisfied with the decision, they have the right to raise an appeal, stating the ground upon which they are appealing, and a meeting will be convened within ten working days or as soon as practically possible. If the employee wishes to appeal, the request must be made in writing.

Stage 3 – Appeal Hearing

The employee will then be invited to another meeting and has the right to be accompanied by a fellow work colleague or trade union representative of his/her choice. If possible or appropriate, another person within the C IO or independently employed professional may hear the appeal hearing.

After the appeal hearing the employee will be informed of the final decision in writing usually no later than five working days from the date of the appeal hearing. The decision of the C IO is final.