

Staff Grievance Policy and Procedure

- 1.1 North Halifax Partnership (NHP) is committed to supporting all staff to be motivated and fulfilled in their employment. We also recognise that employees may have a concern or complaints during their employment and it is important that these issues are addressed at the earliest possible opportunity.
- 1.2 Grievances are defined by ACAS as “concerns, problems or complaints that employees raise with their employers”. Grievances can be raised informally, verbally or formally, in writing.
- 1.3 Managers will be supported to recognise where an employee is unhappy at work, and to take steps to address this as early as possible. That may include seeking the advice and support of other managers within the organisation.
- 1.4 Grievances will be dealt with informally wherever possible. It is good practice to meet with individuals and discuss their concerns in an informal setting, as in many cases small changes in working practices can address the issue.
- 1.5 Where this is not possible or not appropriate, a formal process will be followed. The formal process allows for an investigation, and a meeting to discuss findings and decide upon an outcome. There is an opportunity to appeal against the outcome/decision of the meeting that was held to consider the grievance.
- 1.6 NHP recognises that any grievance raised against a colleague can be difficult and distressing for all concerned. In such cases, both the person bringing a grievance and the person who is the subject of the grievance may be offered representation during the process, whether formal or informal.
- 1.7 All employees involved in formal process outline in 1.4 above will be notified of their statutory right to representation

- 1.8 NHP recognises the value of mediation in resolving grievance. It may be appropriate to use experienced staff as mediators or commission external mediation support, where the costs are justified by the circumstances. Mediation can run concurrently with a grievance investigation.

Procedure

1 Introduction

- 1.1 This procedure applies to all NHP employees. The exception to this, is if the grievance is brought by or against the Chief Executive or Chair of the Board, this will then be dealt with by NHP's external HR advisor, working with the Independent lead NHP Board member
- 1.2 Employees may, at some time or another, feel aggrieved or unhappy about something that is happening in the workplace. Often the issue can be resolved by informal discussion with colleagues or management, and employees should raise the issue with their/or another manager who is not the subject of the grievance at the earliest opportunity.
- 1.3 Line managers will first seek to resolve the issue informally (see below). This may include seeking the advice and support of other managers within the organisation.
- 1.4 Employees should speak to their line manager at supervision sessions if they are unhappy or aggrieved about any issue at work. This might be the first time they have raised the issue, or it can be that they feel things have not improved since they first raised the matter informally with the line manager.
- 1.5 If an employee feels that this is an **informal grievance**, they will agree with their line manager what - if any- action to take, and by when. The line manager will review this with the employee at the next supervision (or earlier if both agree an earlier date for review). The line manager will give the employee information (most usually in the supervision notes) about the action to be taken and timescales to resolve the issue.
- 1.6 If this course of action does not resolve the matter, the employee may decide to raise a formal grievance, then the following procedure will be followed. A formal grievance can be raised without informal steps, however employees should be aware that NHP will endeavour to find a resolution informally, before invoking the formal procedure.

2 Formal Grievance Procedure

- 2.1 If you have a formal grievance relating to your employment you should put your grievance in writing and give it to your line manager or a SLT manager

who is not the subject of the grievance. The manager will consider your grievance by reviewing documentation and, if relevant, meeting with appropriate parties. The manager will inform you about the timescales for this. The manager will meet with you to discuss your grievance and then decide what action, if any, to take. This formal meeting is referred to as a grievance hearing – you may, if you wish, be accompanied at this meeting by an appropriate union official or a work colleague. Notes of this meeting should be taken. The manager should reply in writing to your grievance as soon as possible, and in any case, within 5 working days of the grievance hearing.

- 2.2 In some circumstances, it may be appropriate for another manager or external advisor to deal with your grievance. It will be a manager who is not the subject of the grievance. The Chief Executive or NHP's HR advisor will appoint an appropriate person to investigate your grievance. This is to support a timely response to your grievance.
- 2.3 If a NHP manager is dealing with your formal grievance, they will not become involved in any other procedure – for example sickness absence meetings and you will still report to your usual line manager.
- 2.4 If you are dissatisfied with the response, you have a right of appeal. An appeal against the decision of your manager should be put in writing to the person named in the grievance outcome letter within 10 working days of receipt of the grievance outcome letter. Your appeal letter should set out the grounds on which you wish to appeal.
- 2.5 Your appeal may be heard by a panel, or a representative from the NHP Board. The appeal panel/Chair will meet with you and other interested parties, as appropriate, within ten working days. The appeal panel/Chair will respond to you in writing as quickly as possible, usually within five working days of the meeting. If this is not possible you will be informed of progress.
- 2.6 The appeal outcome will either accept your grievance and highlight a course of action to resolve the matter or reject the grievance. In certain circumstances further information may be sought and a further meeting held.
- 2.7 This response is the end of the organisation's Grievance Procedure.

3 Ex-employees

- 3.1 Should a grievance be raised by an employee leaving the organisation, where possible the grievance procedure will be concluded whilst they remain in employment. If it is not possible to conclude the process prior to their exit from the business, then it may be necessary to modify the procedure to complete it.

- 3.2 Should an ex-employee raise a grievance under this procedure, the organisation reserves the right to modify this procedure. This includes, but is not limited to, providing a written response. There is no requirement to investigate the grievance or provide a full response.

4 Notes

- 4.1 At any formal meeting in the process, i.e., a hearing, you may be assisted or represented by a trade union official or by a work colleague. Consideration will be given to an alternative representative should this be requested. You may not be assisted or represented by any member of the NHP Board.

- 4.2 You may find it useful to keep a copy of any grievance letters you submit.

- 4.3 This procedure applies to an individual with a grievance or to a group of employees sharing the same grievance. Employees should be aware that the ACAS Code of Practice on grievance procedures does not apply to a collective grievance.