



## **Grievance Procedure**

It is important that if any staff member feels dissatisfied with any matter relating to their employment, they should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

Nothing in the procedure is intended to prevent staff from informally raising any matter they may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if any staff member wishes to raise a formal grievance you should normally do so in writing from the outset.

Staff have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on their behalf to explain the situation more clearly.

If a staff member feels aggrieved at any matter relating to their work (except personal harassment, for which there is a separate procedure in their employee handbook), you should first raise the matter with the person specified in their Statement of Main Terms of Employment, explaining fully the nature and extent of their grievance. They will then be invited to a meeting at a reasonable time and location at which their grievance will be investigated fully. The staff member must take all reasonable steps to attend this meeting. They will then be notified of the decision, in writing, normally within ten working days of the meeting, including their right of appeal.

If the staff member wishes to appeal they must inform the Director within five working days. They will then be invited to a further meeting, which they must take all reasonable steps to attend. As far as reasonably practicable, the organisation will be represented by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).

Following the appeal meeting the staff member will be informed of the final decision, normally within ten working days, which will be confirmed in writing.