

Spiral Sussex

**Grievance
Policy**

February 2019

Spiral Sussex

Grievance

Policy

This policy and procedure has been approved by the Executive Committee of Spiral Sussex which are responsible for its review.

The original signed copy of this policy and procedure is kept at Spiral Sussex's office.

Signed: Mark Shanahan Date: 5th February 2019

Name: Mr Mark Shanahan

Chair of Trustees

Signed Marc Blackwell Date: 5th February 2019

Name: Mr Marc Blackwell

Trustee

Record of adoption and review of this policy and procedure:-

- Adopted:
- To be reviewed: (+1 years from the adopted date)

Spiral Sussex

Grievance

Policy

1. Purpose and scope

The purpose of this procedure is to ensure that any grievances are settled in a fair and quick manner.

2. Informal and formal procedures

Informal and/or formal procedures may be taken in order to settle disputes and grievances.

Informal resolution

In the case that the grievance or dispute does not affect the safety of any client or staff member, informal procedures will be followed in the first instance.

Informal resolution may involve the staff member discussing the matter courteously and informally with the person concerned, to seek a resolution and to agree on steps to avoid a reoccurrence.

If a resolution cannot be achieved through the informal approach, the formal procedure may be used.

Formal resolution

In the case that informal procedures do not lead to a resolution of the dispute, or in the case that the dispute is considered of serious concern, the nature of the dispute or grievance must be made in writing and given to the Chief Executive. If the grievance relates to the Chief Executive, the matter should be referred to the Chair of Trustees.

Contact details for the Chief Executive and the Chair of Trustees are available at the Spiral Sussex offices.

The staff member lodging the grievance will be invited to a meeting with the Chief Executive (or the Chair of Trustees) with the person that have lodged the grievance against. The meeting will be arranged to take place within 5 days of receiving the formal grievance complaint, unless due for

unavoidable circumstances, this is not possible. Evidence may be guaranteed and witnesses interviewed following this meeting if deemed necessary. In most cases, the staff member will continue to work normally during this period.

Both staff members may be accompanied to the meeting by other colleagues or a trade union official. The meeting may be delayed up to five working days in the case that the accompanying colleague or trade union official is not able to attend the proposed meeting date.

During the meeting, the member of staff will have the opportunity to explain their grievance or dispute. However, the accompanying colleague or trade union official may not answer questions that are made to the staff member.

In the case that the staff members in question feel that they would like further advice, or in order for further information to be gathered, the meeting may be adjourned.

The staff members will be informed of any decisions for further action, in writing, following the meeting, either by the Chief Executive or Chair of Trustees.

In the case that staff members are not satisfied with the outcome of the meeting, they may put this in writing and submit this to the Chair of Trustees. A second meeting will be arranged by the Chair of Trustees that involves more Trustees within five working days of the staff members dissatisfaction letter. The above-mentioned rules for staff accompaniment apply.

The final decision on the grievance will be communicated to the staff member in writing within five working days of the second grievance meeting.

Audit Guidance

Check	Evidence
<p>Informal attempts were made to resolve disputes and grievances informally before formal grievances procedures were embarked upon</p>	<p>Ask the Chief Executive or Chair of Trustees whether any formal grievances have been made and what attempts were made by them to resolve matters informally first.</p> <p>Were attempts to avoid a formal grievance successful? If not, why?</p> <p>Did the Chief Executive or Chair of Trustees take all reasonable steps to avoid a formal grievance?</p> <p>What do the Chief Executive or Chair of Trustees think could be done differently next time?</p>
<p>Secure records have been kept and stored securely concerning any formal grievances</p>	<p>Ask to see written records relating to the grievance?</p> <p>Are these well maintained and stored securely in line with the Data Protection Act?</p>
<p>The procedure was followed correctly for formal grievances</p>	<p>Are there records of meetings, appropriate offers of support to the staff, written responses etc?</p>