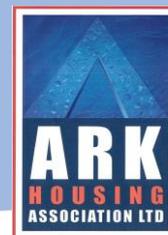




Grievance Procedure



| | | | |
|-----------------------------|-------------|---|---|
| Procedure Reference: | | HR19a | |
| Related Policy: | | Grievance Policy HR19 | |
| Effective date: | Feb 2020 | Review date: | Feb 2023 |
| Approved by SLT: | | Jan 2020 | |
| Owner: | Walter Kane | Job Title: | Head of people and Organisational Development |
| To be issued to: | | Board of Management Unite the Union ARK Management All Staff | |
| Method of Delivery: | | Policy Briefing Sheet | |

Version Control

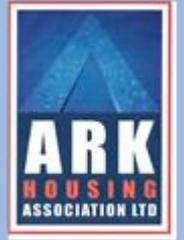
| Date | Owner | Version | Reason for Change |
|----------|-------------|---------|-------------------|
| Jan 2020 | Walter Kane | V3.0 | Cyclical review |
| | | | |
| | | | |
| | | | |

Summary of Changes

| Section | Change |
|---------|--|
| ALL | This procedure is new. Materials are predominantly copied from the previous version of the Grievance Policy. |
| | |
| | |



Grievance Procedure



Contents

| | |
|---|----------|
| Grievance Procedure | 1 |
| 1.0 Introduction | 3 |
| 2.0 Stage One – Informal Grievance | 3 |
| 3.0 Stage Two – Formal Grievance | 3 |
| 4.0 Stage Three – Grievance Appeal | 5 |
| 5.0 Implementation | 6 |
| 6.0 Review | 6 |
| Appendix 1 – Grievance Process Flowchart..... | 7 |

1.0 Introduction

The purpose of the grievance procedure is to describe the steps that will be taken to raise and subsequently manage a grievance. Grievances may be raised by any member of ARK staff to seek action where they consider themselves to have grounds for complaint in any matter associated with their employment, this could be relating to their work or working environment.

This procedure should be read in conjunction with the Grievance Policy (HR19).

2.0 Stage One – Informal Grievance

Almost all grievances can and should be resolved by regular informal dialogue between staff and where possible, their line managers. Every effort should be made for the matter to be resolved amicably and as quickly as possible.

A grievance can be raised informally in a number of ways, such as through regular supervisions; team meetings or annual appraisal meetings. Moreover, you can raise it with your line manager as and when an issue arises.

Where the line manager is able to respond to the grievance immediately they will do so. Where some investigation or review is required the line manager will respond within 5 working days where possible.

A flow chart of the grievance process can be found in Appendix 1

If the staff member is dissatisfied with the outcome of the informal discussion he or she may proceed to the formal stage.

3.0 Stage Two – Formal Grievance

This stage should be used to resolve serious issues or queries, or in cases where the informal approach has not resolved the issue.

The member of staff should submit their grievance in writing to their 'line manager' (according to the list in Appendix 1) without unreasonable delay. The member of staff should give as much detail as possible to enable the line manager to consider the matter. The written grievance should stick to the facts and avoid using language which may be considered abusive or offensive.

Where the complaint is about the line manager and is being submitted to another appropriate manager a copy of the grievance will be shared with the line manager to enable them to respond. The line manager will also receive a copy of the response.

At all stages of this procedure, where the member of staff has difficulty in expressing themselves in writing, and/or where English is not their first language, they will be encouraged to seek help (from a colleague or trade union representative for example).

The manager will provide assistance for a member of staff if they are unable to produce a written grievance themselves because of a disability. Where an employee is unable to produce a grievance in writing they should alert their line manager as soon as is practicable.

A meeting will be arranged and the employee will be informed in writing. The meeting will normally be held within 5 working days of the date the grievance is received by the line manager. At this meeting, the staff member has the right to be accompanied by a trade union representative or a colleague. The member of staff and their companion will be given reasonable time off from their normal duties to attend. The meeting will include the staff member, their companion and the line manager who may also choose to invite any other relevant parties as part of the investigation.

Employers, employees and their companions should make every effort to attend the meeting. Where the companion is unable to attend at the proposed date and time, the staff member may suggest an alternative date and/or time so long as this is not more than 5 working days after the date originally proposed. However this 5 day time limit may be extended by mutual agreement.

The staff member will explain the nature of their grievance and may offer suggestions as to how it might be resolved. Thereafter the matter will be discussed, the aim being to reach a mutually acceptable outcome, or, where this is not possible, that the member of staff is clear why a particular decision has been taken or course of action is being followed etc.

If necessary the meeting may be adjourned but this should be for as short a time as possible and where possible the time and/or date for resuming the meeting should be agreed before it is adjourned.

The line manager will normally give their response to the staff member verbally at the end of the meeting (or at the reconvened meeting following any adjournment). The line manager will confirm the response in writing within 5 working days of the meeting. If it is not possible to reply within 5 days the manager will give the staff member an interim reply giving an explanation for the delay and an estimate of when a reply will be sent.

The letter will outline the decision and any action to be taken, the right of appeal and the date by which an appeal should be submitted.

4.0 Stage Three – Grievance Appeal

Where an employee feels that their grievance has not been satisfactorily resolved they should appeal.

The employee should inform the appropriate manager (according to the list in Appendix 1) within 5 working days of receipt of the outcome, detailing the grounds of their appeal, who has been involved in the previous stages, and the dates and outcomes of previous meetings. As in the previous stages, the HR Department will arrange for the staff member to be given help in producing the written statement, if required.

The appeal should be dealt with impartially and wherever possible by a manager who has not previously been involved in the case.

The appropriate manager will respond in writing as soon as possible inviting the staff member to a meeting at a specified date and time to discuss the matter as follows:

- Where the appeal is to be heard by a senior manager, the meeting will normally be held within 2 weeks of the date the staff member's letter was received; however in exceptional circumstances this may be extended.
- Where the appeal is to be heard by a panel of Board of Management members, the meeting will normally be held within 4 weeks of the date the letter was received, however in exceptional circumstances this may be extended.
- At this meeting, the staff member has the right to be accompanied by a trade union representative or a colleague.

The appeal meeting will include the staff member, their companion and the manager responsible for the decision at the formal stage meeting. The senior manager or panel may ask other individuals to attend for information and both parties may bring witnesses and/or documents in support of their position. These documents will be shared with all relevant parties.

The format of the meeting will be the same as in the stage 2 meeting with the employee being given opportunity to state their grievance and offer possible solutions.

The decision at the appeal stage will not be limited to accepting the staff member's or manager's views. It will take into account the need to maintain consistent, fair practices throughout ARK and maintain effective working relationships at all levels.

The decision will be given verbally at the meeting where possible and will be confirmed in writing within 5 working days. The decision at the appeal stage will be final.

5.0 Implementation

The Head of People & Organisational Development is responsible for ensuring that the grievance policy and procedure is implemented when required.

6.0 Review

This procedure will be reviewed within 3 years from the date of approval by our Board of Management, in accordance with ARK's policy review framework.

Appendix 1 – Grievance Process Flowchart

