



## Grievance

At Ashfield Play Care Scheme we aim to have a well-motivated, highly skilled and professional team of staff. However, there may be times when a member of the team has issues or concerns about their working conditions or other aspects of their employment at the Scheme.

When such issues arise, we encourage the team member to discuss them with the manager as soon as possible so that they can be quickly resolved. Grievances left unaided lead to unmotivated staff and a poor working environment.

All team members have the right to raise a grievance about issues that arise from their work within the Scheme and affect them as an individual and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the team member should follow the procedure set out in our **Safeguarding policy**. If the concerns relate to malpractice or wrongdoing with regards to the running of the Scheme, the team member should follow the procedure set out in our **Whistleblowing policy**.

### Stage 1: Informal grievance procedure

In the first instance the team member should raise the issue with the manager. If the grievance is a relatively minor one, the manager will try to resolve the matter through informal discussions.

### Stage 2: Formal grievance procedure

#### **Grievance statement**

If the informal discussion does not resolve the grievance to the satisfaction of the team member, the next step is to write advising the manager that they intend to invoke the formal grievance procedure. The written notification should include the following details:

- A statement that they are invoking the formal grievance procedure
- The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
- Any steps that have been taken on an informal basis to address the concerns
- The team member's opinion on what their desired outcome would be. The team member can have a representative submit the grievance on their behalf if they wish.

#### **Grievance meeting**

Within five working days of receiving the grievance, the manager will reply in writing, acknowledging receipt and inviting the team member to attend a formal grievance meeting. The meeting will normally take place within ten working days of receipt of the written grievance.

The team member has the right to be accompanied at the meeting by a work colleague or a union representative. The Scheme will be represented by the manager / chairperson or members of the management committee.

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary, a second meeting may need to be arranged in order to gather more evidence.

**Outcome**

The manager / chairperson or members of the committee will determine the outcome of the grievance. They may reject the grievance or may uphold the complaint and identify what steps will be taken to resolve it.

Within ten working days of the grievance meeting, the manager / chair of the committee / registered person will inform the team member in writing of the outcome of the grievance, including the reasons for the decision and, where appropriate, details of any steps taken, or further actions required to address their concerns, as well as their right to appeal.

**Appeals**

If the team member feels that their grievance has not been satisfactorily resolved they may appeal in writing within five working days, stating their grounds for appeal. The appeal will normally take place within ten working days of receiving the written request for an appeal. Where possible, the registered person, or a member of the management committee who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

The team member has the right to be accompanied to the appeal hearing by a colleague or a union representative.

Within ten working days of the appeal hearing, the manager / chair of the committee / will inform the team member in writing of the outcome of the appeal hearing.

The team member will also be advised of their right to seek advice from ACAS, other professionals and their trade union if they are not satisfied with the outcome of the grievance meeting or the appeal hearing.

**Overlapping grievance and disciplinary cases**

If a team member raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, if the grievance and disciplinary cases are related the manager / chair of the committee may choose to deal with both issues in parallel.

**False or repeated grievances**

If a team member raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

A team member cannot raise the same grievance within 12 months of the resolution, outcome or withdrawal of the original grievance.