

# Grievance Policy

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# Grievances Policy

## Policy Statement

Banquo recognises that, from time to time, employees may wish to seek redress for grievances relating to their employment. In this respect, Banquo's policy is to encourage free communication between employees and their managers to ensure that questions and problems arising during employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned.

Where a grievance cannot be dealt with informally, the following procedure should be adopted where an employee has a grievance arising from their employment, except where the matter constitutes an appeal against a disciplinary decision which should be taken up in accordance with the care service's separate disciplinary appeals procedure.

## Procedure

1. Where an employee has a grievance arising from employment, they should initially raise the matter in writing with their immediate manager.
2. The manager should invite the employee to attend a formal hearing to discuss the grievance. The employee has a statutory right to be accompanied at the hearing by a work colleague of their choice or a trade union official. A trade union official means a full-time official or a lay official certified by the union as having experience of, or having been trained in, acting as a companion at a grievance hearing.
3. After due consideration, the manager will give a decision in writing, if possible, within 5 working days of the grievance hearing, and offer the right to appeal.
4. If the matter is not resolved to the employee's satisfaction the employee may appeal the matter to a more senior manager, where one exists, or alternatively another manager or some other impartial person, who will obtain the line manager's record of the grievance, record any additional information and hear the appeal within 10 working days. The employee again has the statutory right to be accompanied by a work colleague of their choice or a trade union official at the meeting. A decision will be made in writing, if possible, within five working days of the date of referral. This decision is final.
5. Grievances concerning an employee's immediate manager should be referred to a more senior manager.
6. Appeals against disciplinary action and dismissal are not normally heard under the grievance procedure as these can be dealt with through the care service's separate disciplinary appeals procedure.

## **Additional Clauses**

1. If the grievance remains unresolved at this stage it may be referred to by a director for arbitration. The decision of the arbitrator will be final though without prejudice against the parties' statutory rights and obligations.
2. Where complaints are considered too personal to discuss initially with the employee's manager or supervisor, after receiving the permission of Head of HR, the matter may be referred directly to a director.