

Grievance Policy

Aim

Youth@Heart's (The Charity) policy is to encourage free communication between employees and their Line Manager/Board of Trustees to ensure that problems can be resolved quickly to the satisfaction of all concerned in line with **The ACAS Statutory Code of Practice 2015** on discipline and grievance.

Definition

Grievances are concerns, problems or complaints that employees raise with their employer.

Objective

Grievance Procedures must comply with the Arbitration and Conciliation Advisory Service (ACAS) Code of Practice 2015 and must follow the basic steps outlined below:

- Informal discussions
- Formal discussions
- Appeal

In addition, the following principles will be followed in the consideration of all grievances under this procedure.

1. Each step must be followed through without unreasonable delay.
2. Both employee and employer must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case.
3. Meetings will be at a reasonable time and location.
4. All relevant information will be provided to both employer and employee in advance of any meeting under the procedure.
5. The appeal meeting at step 3 will be chaired by the Chair of the Board of Trustees.
6. If the employee or their companion is disabled, reasonable adjustments will be made to enable them to participate fully.
7. Confidentiality will be maintained. Only those who need to know about the grievance will be informed.
8. After the grievance and regardless of the outcome both parties will endeavour to work together in a positive manner.

The employee has the right to be accompanied by a work colleague or trade union representative at the meetings at step 2 and step 3.

This representative may take notes and seek clarification of any issues that arise.

Informal Discussions

If you have a grievance about your employment you should speak to your Line Manager about it and discuss it informally to see if it can be resolved there and then. It is hoped that concerns will be resolved in this way.

Formal Procedure

Step 1 – Written Statement by employee

If you feel that the matter has not been resolved through informal discussions, you should set out your grievance in full in writing to your manager so that its consideration takes place in a more formal setting.

Step 2 - Meeting

Your line manager will arrange to meet with you to endeavour to find a satisfactory solution and will aim to give you a written response within 72 working hours. If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 - Appeal

If you are not satisfied with the response, you may put your grievance in writing to The Board of Trustees. The Board will arrange to meet with you and will give you a response within 72 working hours. If this is not possible, they will inform you of the reason for the delay and when you can expect a response.

Step 3 is the final stage of the procedure and there is no further right of appeal. ACAS recommends organisations to consider using mediation if appropriate.

Footnote: As recommended in the ACAS Code, where an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended, at the Trustees discretion, in order to deal with the grievance. However, where the disciplinary and grievance cases are related, it may be appropriate to deal with both cases concurrently.

GRIEVANCE POLICY PROCEDURES

This Grievance Policy, and the procedures detailed above were agreed and ratified at a meeting of the Board of Trustees on:

Name:.....

Signed:.....

Date:.....

Review Date	April 2020
Reviewed By	Trustees