

## GRIEVANCE POLICY

### 1. Definition

An employee/volunteer may wish to raise a grievance when they are unhappy with any aspect of their involvement with SeVA.

It is not possible to provide an exhaustive list of the types of concerns from which a grievance could arise though the list below provides some of the more common reasons:

- terms and conditions of employment/volunteering
- health and safety
- relationships at work
- new working practices
- organisational change
- equal opportunities
- working environment

### 2. Key aims

SeVA will aim to resolve grievances as quickly as possible to the satisfaction of the individual concerned.

It is anticipated that most grievances will be resolved informally; where this is not possible the organisation encourages staff to use the formal grievance procedure.

Employees/volunteers who have raised grievances will be treated fairly at all times before, during and after the conclusion of the grievance hearing(s)

Employee/volunteers raising grievances will be made aware of their rights and responsibilities throughout the process

### 3. Key principles

- a. Each step will be followed through without unreasonable delay.
- b. Meetings will be at a reasonable time and location.
- c. The employee/volunteer must take reasonable steps to attend each meeting under the procedure and will have the opportunity to explain their grievance.
- d. At grievance and appeal hearings the employee will have the right to be accompanied by a work colleague, trade union representative, partner or family member. The companion is allowed to address the hearing, put the employee's case and sum it up but cannot answer questions on their behalf.
- e. Confidentiality will be maintained at all times, only those who need to know about the grievance will be informed.
- f. SeVA will inform the employee/volunteer of its decision as soon as possible after the hearing (whenever possible within 5 working days), and notify them of the right to appeal against the decision if they are not satisfied with the outcome.

- g. After the grievance and regardless of the outcome, all those involved are expected to work together in a positive manner. Support will be provided as needed.
- h. The organisation is committed to ensuring that all grievances are fully investigated with equal weight being applied to the evidence available from all parties.
- i. Witnesses will be advised that their evidence may be made available to the alleged perpetrator if the matter proceeds to disciplinary process. However the witness's identity may be kept confidential if required to protect the interests of the witness concerned.
- j. The complainant will be advised that should it become clear that false or malicious complaints have been made by them that disciplinary action may be taken against them

#### **4. Overlapping Grievance and Disciplinary cases**

Where an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related, it may be appropriate to deal with both cases concurrently.

#### **5. Monitoring and Review**

5.1 This policy will be subject to an annual 'healthcheck review' to ensure that it complies with statutory and regulatory requirements and is working in practice. If the 'healthcheck' identifies an issue then the policy will be subject to full review.

5.2 This policy will be subject to full review at least once every three years

5.3 The operation of this policy will be monitored through:

- a. A quarterly report to Board on number of disciplinary investigations undertaken, and the outcomes of those investigations and the actions taken
- b. A quarterly review of the profile of employees and volunteers who have undergone the investigatory and disciplinary process
- c. A quarterly review of actions taken as a result of disciplinary action

#### **6. Related guidance, policy and procedures:**

- a. Disciplinary procedures
- b. Written Statement of Employment particulars
- c. Equality and Diversity Policy
- d. Capability policy
- e. Absence management policy
- f. Performance management policy