



Grievance and Disputes Procedure

Purpose:

An employee may have a grievance on a variety of factors which affect their well-being and ability to do their job effectively. The policy of Parents in Partnership, Croydon is to take grievances raised by employees seriously and to try to resolve them as promptly and fairly as possible.

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Related Documents

ACAS code of practice on Disciplinary and Grievance Procedures.
This is available at www.acas.org.uk .

Relevant Legislation

Employment Rights Act 1996

1. Aims

1.1 The Employment Rights Act 1996 requires that an employer provides their employees with details of a grievance procedure. This must specify the person whom an employee should approach on a matter of grievance.

1.2 This grievance procedure is referred to in the Contract of Employment and will be given to employees with the Contract. It is part of the employee's terms and conditions of employment but is not part of the actual Contract. [This is to permit necessary amendments to be made to the procedure without a new contract having to be issued to every employee.]

1.3 This procedure should be read in conjunction with PIP Croydon's Disciplinary Procedure and Anti-Bullying and Harassment Policy.

1.4 This procedure may also be used to settle serious disputes involving volunteers or trustees and for the settlement of serious workplace disputes between employees.

2. Principles

2.1 The employee will be given a fair hearing by a specified manager concerning any grievances they may have.

2.2 The employee will have the right to be accompanied by a work colleague or full time trade union representative of his/her choice when raising a grievance or appealing against a decision.

2.3 The employee will not be treated unfairly because they have raised a grievance against a senior employee or a trustee, or have asserted a statutory right.

3. Procedure

3.1 1st Stage: Informal/Verbal Grievance:

3.1.1 The employee should raise the matter orally with their immediate manager or with the line manager of their manager if the latter is the cause of the grievance.

3.1.2 The manager should acknowledge the grievance within 5 working days and investigate and report back to the employee as soon as practicable.

3.2 2nd Stage: Formal Written Grievance:

3.2.1 If the matter remains unresolved the employee should write to the Partnership Manager. The Partnership Manager will then invite the employee to a meeting as soon as practicable and inform them that they have the right to be accompanied either by a work colleague or a trade union official.

3.2.2 If the employee's companion cannot attend on a proposed date, the employee can suggest another date so long as it is reasonable and is not more than 5 working days after the date originally proposed by the employer.

3.2.3 The Partnership Manager will give the employee an opportunity to explain their grievance and say how they think it should be settled.

3.2.4 The Partnership Manager may adjourn the meeting to get advice or make further investigation.

3.2.5 The Partnership Manager will try to resolve the grievance her/himself or at her/his discretion refers it to the Chair.

3.2.6 The Partnership Manager will respond in writing as soon as practicable and will let the employee know that they can appeal against the decision to the Chair in writing to PIP Partnership Manager.

3.3 3rd Stage: Appeal to the Chair of Trustees:

3.3.1 If the grievance has still not been resolved to the satisfaction of the employee, the employee may write to The Partnership Manager setting out the grounds of appeal within 10 working days of receiving The Partnership Manager's letter.

3.3.2 The Partnership Manager will then invite the employee to a meeting with the Chair as soon as practicable and inform them that they have the right to be accompanied either by a colleague or a trade union official.

3.3.3 If the employee's companion cannot attend on a proposed date, the employee can suggest another date so long as it is reasonable and is not more than 5 working days after the date originally proposed by the employer.

3.3.4 The Chair will meet with the employee raising the grievance and with anyone else involved.

3.3.5 The Chair will respond in writing to the employee as soon as practicable.

3.3.6 In the absence of the Chair (for whatever reason) or at the absolute discretion of the Chair, the Vice-Chair or any other Trustee may deputise for the Chair.

This is the final stage of the grievance procedure.

4. Grievance against a Trustee

4.1 In this case, the Chair, or in case of a grievance against the Chair, the Vice-Chair, will oversee the procedure. At the 3rd Stage, the grievance will be heard by a panel of three Trustees or, if this is not possible, consideration will be given to appointing one or more independent people to the panel. If a grievance is raised against the Chair, an independent person must be included in the panel.

5. Records

5.1 A record of any grievances raised by an employee will be kept on their personal file.

This policy should be read in conjunction with the ACAS code of practice on Disciplinary and Grievance Procedures. This is available at www.acas.org.uk .

6. Review and Updating of Policy and Procedure

This Grievance & Disputes Procedure for Employees detailed above was agreed and minuted at a meeting of the Board of Trustees on:

Approved by: Julie Newton-Smith Chair of Trustees	Signed:	Date: Review: July 2018
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