



Grievance Policy

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Grievances

Policy Statement

The Wellbeing Residential Group recognises that from time to time employees may wish to seek redress for grievances relating to their employment. In this respect, the Wellbeing Residential Group's policy is to encourage free communication between employees and their managers to ensure that questions and problems arising during the course of 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 Wellbeing Residential Group's separate disciplinary appeals procedure.

Procedure

1. Where an employee has a grievance arising from employment he or she should initially raise the matter in writing with his or her immediate line manager.
2. The line 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 his or her 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 of appeal.
4. If the matter is not resolved, the employee may raise the matter with a more senior manager, such as a departmental or works manager, who will obtain the line manager's record of the grievance, record any additional information and hear the grievance within 5 working days. The employee again has the statutory right to be accompanied by a work colleague of his or her choice or a trade union official at the meeting. A decision will be given in writing, if possible, within five working days of the date of referral. This decision is final.
5. Grievances concerning an employee's line manager should be referred to a more senior manager (or to the HR Department).
6. Appeals against disciplinary action and dismissal are not normally heard under the grievance procedure as these can be dealt with through the Wellbeing Residential Group's separate disciplinary appeals procedure. The grievance procedure may, however, be used if either the disciplinary action taken potentially constitutes unlawful discrimination or the employee believes that the real grounds for the disciplinary action are different from the grounds on which the Wellbeing Residential Group claimed to be taking the action are not genuinely related to the employee's conduct or capability. If a disciplinary appeal is pending, however, the complaint can be dealt with at the disciplinary appeal.