

Grievance Policy

August 2019

1. Introduction

1. Audlem & District Community Action (ADCA) recognises that from time to time members of staff may wish to seek redress for grievances relating to their employment.
2. ADCA's policy is to encourage free communication between staff members and their managers and Trustees 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.
3. To this end, the procedure set out below should be adopted where a staff member has a grievance arising from their employment, except where the matter constitutes an appeal against a disciplinary decision, which should be dealt with under ADCA's Disciplinary Procedure.

2. Procedure

1. Where a staff member has a grievance arising from employment, they should initially raise the matter in writing with their **immediate line manager**.
2. The line manager will invite the staff member to attend a **formal hearing** to discuss the grievance. Staff members have a statutory right to be accompanied by a colleague, workplace representative or trade union official at any hearings of their grievance.
3. After due consideration, and where possible within five working days of the matter first being raised, the line manager will give a **decision in writing**.
4. Where a staff member's grievance directly concerns their immediate line manager, the matter should be raised in writing with the next most senior person. Where complaints are considered too personal to discuss initially with the staff member's immediate line manager, the matter may be referred (with permission from the staff member) to a nominated Trustee with whom the staff member feels comfortable.
5. If the matter is **not resolved**, the staff member may raise the matter with a **nominated Trustee**, who will obtain the line manager's record of the grievance and record any additional information. After due consideration, and where possible within five working days of the date of referral, the nominated Trustee will give a **decision in writing**.
6. If the staff member **remains dissatisfied**, they may pursue the grievance further in writing with the **Chairman of ADCA or a nominated Trustee**. Further consideration will be given to the problem. The Chairman or nominated Trustee will give a **decision in writing**, if possible within ten days of the matter being referred to this stage of the procedure. **This decision will be final.**