

Grievance Policy

We will provide this policy on request at no cost, in large print, in Braille, on tape or in another non-written format.

We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages. If you need information in any of these formats please contact us on Freephone 0800 479 7979.

如果你向我們提出要求，我們可以為你提供本資訊的其他語言的版本，或者是盲文或磁帶。如果你需要本資訊的任何一種這些版式的版本，請聯繫我們，電話號碼是 0800 479 7979。

Si vous nous le demandez, nous pouvons vous remettre ces informations en d'autres langues, en braille ou sur cassette. Si vous souhaitez que ces informations vous soient fournies sous l'un de ces formats, contactez-nous en composant le 0800 479 7979.

چنانچه مایل باشید می‌توانید این مطالب را به فارسی یا زبان‌های دیگر و همچنین بریل و یا بر روی نوار کاست دریافت دارید. در صورت نیاز خواهشمندیم با شماره تلفن 0800 479 7979 با ما تماس بگیرید.

ਜੇ ਤੁਸੀਂ ਸਾਨੂੰ ਬੇਨਤੀ ਕਰੋ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ (ਨੋੜਹੀਣਾਂ ਲਈ ਭਾਸ਼ਾ) ਵਿੱਚ, ਜਾਂ ਟੇਪ ਉੱਪਰ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0800 479 7979 ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Na Pana/Pani życzenie możemy zapewnić te informacje w innych językach, alfabetem Braille'a lub na kasecie. Jeśli chciał(a)by Pan(i) uzyskać te informacje w którejś z tych form, prosimy skontaktować się z nami pod numerem telefonu 0800 479 7979.

Haddii aad na weydiisato waxaanu warbixintan kugu siin karaa iyadoo ku qoran luuqad kale, farta ay dadka indhaha la' akhriyaan ama cajalad ku duuban. Haddii aad jeclaan lahayd in warbixintan lagugu siiyo mid ka mid ah qaababkaas, fadlan nagala soo xidhiidh telefoonka 0800 479 7979.

По вашей просьбе данная информация может быть предоставлена на других языках, шрифтом Брайля или в аудиозаписи. Если вам требуется информация в одном из этих форматов, позвоните нам по номеру 0800 479 7979.

Approval body	<i>Executive Team</i>
Date of approval	<i>27 September 2022</i>
Review Year	<i>October 2025</i>
Customer engagement required	<i>No</i>
Trade union engagement required	<i>Yes - For Consultation</i>
Equality Impact Assessment	<i>No</i>

1. INTRODUCTION

- i. The Grievance policy and procedure enables an employee to raise concerns and seek resolution with regards to matters that cause them concern (e.g., working relationships, career, development, working environment etc.). WHS believes it is important that employees have an effective method of raising such concerns and that they are dealt with fairly, consistently, speedily and without fear or recrimination.
- ii. The procedure does not replace the need for employees to raise day-to-day concerns with managers who are expected to resolve the majority of such issues without the need to enter into the formal procedure.
- iii. The organisation and recognised trades unions have agreed the following grievance disputes procedure to facilitate this process. Every effort will be made to ensure that all employees are aware of the procedure and managers will be trained to handle grievances efficiently and effectively.

2. SCOPE

- i. This document applies to all Wheatley Homes South Limited (WHS) employees.
- ii. The relevant procedures are written on the basis of an individual but may apply equally to a group of employees having a common grievance, in such circumstances WHS may permit the hearing of a collective grievance.
- iii. The Grievance Policy exists to allow employees the opportunity to raise concerns about perceived unfair treatment or misapplication by management of employee rights. It is not appropriate where separate appeals or consultation mechanisms exist, e.g., in relation to dissatisfaction arising from:
 - Discipline
 - Salary grading
 - Conditions of Service
 - Redundancy
 - Taxation/National Insurance matter
 - Pensions/Superannuation

3. BASIC PRINCIPLES

- i. WHS wishes to ensure that any grievances relating to employment within its service are settled speedily, and as near to the point of origin as possible. WHS intends that delay in handling grievances should be minimised. However, all timescales referred to in the Procedure are subject to the reasonable availability of Management and/or Trade Union representative or other companion and may reasonably be extended as required.
- ii. An employee has the right to raise a grievance at any time and is entitled to be represented by a Trade Union representative or work colleague at any hearing in connection with a grievance. Until such time as a complaint

has been settled in accordance with the Grievance Procedure, the position before the grievance was raised will apply and no Industrial Action will be undertaken until such time as the provisions of the Grievance Procedure have been exhausted.

- iii. WHS recognises that should any situation result in an employment tribunal, any recommendations made by the tribunal, which is applicable to other members of the organisation, as well as the original claimant, will be implemented.

4. RESPONSIBILITIES

General responsibilities are outlined in this section for:

i. Responsibilities of EMT and / or Board

The Board and Executive Management Teams responsibilities include, but are not limited to:

- Ensuring that appropriate training and guidance will be given to all staff, and Board members to promote awareness of the grievance procedures principles and process
- Ensuring that WHS adopts a consistent and committed approach to dealing with grievance issues
- Reviewing the Grievance policy in line with the policy review dates and ensure that it is reflective of WHS values and practice

ii. Responsibilities of the Line Managers

The line managers responsibilities may include, but will not be limited to:

- Supporting their direct reports in resolving issues via the informal procedures in the first instance
- Seeking advice from the Human Resources department where more serious grievance concerns exist
- Co-operating with any grievance investigation in which they may be involved
- Where appointed as a grievance or grievance appeals chair, ensuring they have undertaken the correct training and following the procedures as outlined in this policy
- Raising any behaviour in breach of this policy to the attention of the Human Resources department

iii. Responsibilities of the Employees

The employees' responsibilities may include, but will not be limited to:

- Resolving issues where possible and appropriate, by the informal procedures in the first instance
- Raising any grievance related issues within reasonable timeframes as outlined in the policy
- Cooperating with any grievance investigation in which they may be involved
- Bringing any breach of this policy to the attention of their line manager or where appropriate to the Human Resources department

5. POLICY

WHS operates a three-stage approach to dealing with Grievances. Details on each of the three stages and additional supporting information are provided below.

iv. **Stage 1 - Informal grievance procedure**

If an employee has a problem or query, they should raise it informally in the first instance with their immediate line manager and try to resolve the problem wherever possible at this level without delay. This stage may not be appropriate if the issues are considered to be very serious, or if they are related to the immediate line manager. In such cases, advice should be sought from the Human Resources department.

v. **Stage 2 - Formal grievance procedure**

If it is not possible to resolve the issue at an informal level, or if this stage has already been exhausted then the employee may invoke the following formal stages.

The employee should complete a Formal Grievance Notification form, outlining the problem and how they believe it can be resolved. The form should be submitted to the Human Resources department without delay. The HR department will confirm receipt of the grievance form and the employee will be invited to attend a formal meeting to discuss the matter in more detail. An appropriate grievance chair will be appointed by the HR Manager to hold the meeting; this will be an independent manager.

At the meeting the employee will be given every opportunity to explain their case relating to their complaint. The employee will have the right to be accompanied by a trade union or employee representative or a work colleague. Notes of the meeting will be taken, normally by an HR representative.

Investigation

It may be that the appointed grievance chair needs to undertake an investigation to find out more information about the employee's concerns and to meet with the parties concerned. Any investigation will be completed thoroughly and efficiently. The grievance chair may be advised by HR and/or other advisers deemed appropriate.

Outcome meeting

Once the grievance chair has completed their investigation, the employee will be invited to a grievance outcome meeting to discuss the outcome of the grievance and investigation. The employee has the right to be accompanied by a trade union or employee representative or work colleague. A representative from Human Resources will also be present to take notes at the meeting. The outcome will be confirmed in writing within seven days of the outcome meeting. The outcome letter will state the appeals process.

vi. Stage 3 - Grievance appeal

When an employee is dissatisfied with the outcome of the formal grievance, they may appeal in writing within seven days of receiving the grievance outcome letter. The appeal letter should be submitted to the Head of HR and outline the reasons and grounds for appeal.

The Head of HR will confirm receipt of the appeal and appoint a member of EMT to act as an independent grievance appeal chair. Unless it relates to a member of EMT in which case it will be heard by a subgroup of 3 ad hoc members of the Board of Management. An appeal hearing will be convened without unreasonable delay. The employee will have the right to be accompanied by a trade union or employee representative or work colleague. Notes of the meeting will be taken, normally by an HR representative.

The grievance appeal chair will consider the grounds of the appeal and assess whether the conclusion reached in the original grievance hearing was appropriate and fair. The appeal is not a repeat of the grievance, but a consideration of the process and fairness in relation to the original grievance.

An outcome will normally be communicated in writing to the employee within ten days of the grievance appeal meeting. There is no further right to appeal following this stage.

vii. Other areas to consider

Rescheduling meetings

Where the employee or their chosen companion is unavailable for a good reason on the day scheduled for the grievance or appeal meeting, the meeting will be rescheduled for another date within five working days of the original scheduled date. The meeting will only be rescheduled once.

Resolution time

Grievances should be presented without unreasonable delay usually within a week or two of occurrence, and in any case no longer than one month from the date of occurrence. Grievances that are not submitted within these timeframes may not be considered by WHS.

The time limits described in his policy may be extended by mutual agreement or where the specified management level is unavoidably unavailable within the time limit or where more time is required (e.g., for completing grievance investigations). The decision to delay or extend timeframes / meetings will be confirmed in writing.

Overlapping grievance and disciplinary cases

Where an employee raises a grievance during a disciplinary process, the disciplinary action may be temporarily suspended in order to deal with the grievance. However, where the issues appear to overlap it may be appropriate to deal with both issues concurrently.

Mediation

You will be able to request mediation by an independent third party if this is agreeable to the organisation and all parties concerned. Then the grievance process will be suspended whilst mediation is ongoing.

Ex-employees

The grievance procedure does not apply where an employee has left the organisation. If an employee who is serving notice raises concerns, WHS may apply a modified grievance procedure where the individual can write to the organisation with the concerns. WHS will then appoint an appropriate grievance chair to investigate the matter. The individual will then receive an outcome letter within the usual timeframes.

viii. The Chief Executive and Board grievances

Where a member of the Senior Management Team has a grievance, this should be referred to the Chief Executive in the first instance. In the event of a grievance being against the Chief Executive, the grievance will be heard by a member of the Board appointed by the Chair. In either instance appeals should be heard by the Board, excluding the grievance chair.

Where the Chief Executive has a grievance, this should be referred to the Chairperson of the Board in the first instance. Should the Chief Executive remain dissatisfied, the appeal should be considered by the Board, but without the involvement of the Chairperson of the Board.

Where an employee or member of the executive has a grievance that directly concerns a member of the Board, this will be considered in the first instance by the Chief Executive in consultation with the Chairperson of the Board. Any appeal will be considered by the full Board of Management, excluding the Chairperson of the Board. If the Chief Executive has a grievance concerning a member of the Board, an ad-hoc committee will be set up to chair the grievance. Any appeal will be considered by the full Board, without the involvement of the ad-hoc committee or the Board Member who was the subject of the grievance.

All such grievances will be dealt with according to the stages and timescales detailed in this policy.

6. GOVERNANCE AND REGULATION

- i. This policy is the responsibility of the Human Resources Department.
- ii. The policy is due for formal review every three years.

7. SANCTIONS

- i. Any breaches of this policy may lead to disciplinary action.
- ii. Individuals who make any malicious or untrue claims or provide false information will be subject to the disciplinary procedure where a range of disciplinary sanctions may be applied.

8. RELATED / REFERENCED POLICIES

- Disciplinary policy
- Harassment and Bullying policy
- Equality and Diversity policy
- Whistleblowing policy

9. ATTACHMENTS

- Formal notification of grievance form

FORMAL NOTIFICATION OF INDIVIDUAL GRIEVANCE

It is the responsibility of the employee to fully complete this form to the best of their abilities and submit the completed form to the Human Resources department.

NAME:

DEPARTMENT:

JOB TITLE:

MANAGER'S NAME:

Does the grievance relate to your line manager: YES / NO

Please set out the details of your complaint (providing as much detail as possible, particularly dates, times, locations, and the identities of those involved). You may attach additional sheets/ information if required:

Please provide the names and contact details of any people involved in your complaint, including witnesses:

Please set out how you would like to see your complaint resolved and why:

I can confirm that the above statements are true to the best of my knowledge, information and belief and I confirm that I have read and understood the terms of the Policy.

EMPLOYEES SIGNATURE:

DATE:
