



READING COMMUNITY LEARNING CENTRE

Grievance Policy

Signed _____ *(Company Secretary) Date: 28/8/2012*

Review Date: August 2015

RCLC Grievance Procedure

Introduction

RCLC aims to provide a harmonious working environment for all staff, where each individual is treated with respect in all circumstances. It is hoped that any work related disputes will be rare and when they do occur, be dealt with informally.

It is expected that staff will make efforts to solve problems arising in the staff group first of all with the staff member[s] concerned. The grievance procedure will come into effect once these efforts are seen to be getting nowhere.

The grievance procedure exists to ensure that any problem or grievance that an employee may have relating to their employment can be resolved quickly and fairly. The process is focused on resolving any disagreement and not on apportioning blame or proving guilt or innocence. This procedure also applies to grievances between employees.

General notes applying to stage 1 and appeal

1. Nothing in this procedure is intended to prevent an employee from informally raising any matter they may wish to mention. Informal discussion can frequently solve problems without the need for a written record but if the employee wishes to raise a formal grievance they must do so in writing from the outset. A formal grievance can be raised without raising an informal grievance and also after informal routes have failed to resolve the grievance
2. Any grievance should be raised with the staff member's line manager. If the grievance is against that person, then the employee should raise the matter one level of management higher. In the case of the Centre Manager having a grievance, the grievance should be raised with the Chair initially.
3. The line manager hearing the case must keep a written record of each meeting. This should include details of the employee's case, the manager's response and the outcome of the meeting, and be agreed by/signed by all parties as a true record of the meeting. Should the parties fail to agree on the record then the manager's record will be put on file with a copy of the staff member's disagreement with the notes. Copies of the record should be given to all those who attended the meeting.
4. At the end of both stage of the grievance procedure, the manager must advise the employee of what will happen next.
5. In both stages the grievance should be dealt with as quickly as possible but time limits may be altered by mutual consent. The employee will normally be notified of the decision and of any right to appeal, in writing, within ten working days of the meeting.
6. The employee has the right to be accompanied by a work colleague, a full time trade union official or a trade union representative at any hearing.
7. To exercise the right to be accompanied an employee must first make a reasonable request. What is reasonable will depend on the individual circumstances. However it is not normally reasonable for an employee to insist on being accompanied by a companion whose presence would prejudice the hearing.

8. Being accompanied by someone other than the above will be considered sympathetically by RCLC.
9. The companion is allowed to address the hearing to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting and to confer with the employee during the hearing. The companion does not have the right to answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the employer from explaining their case.
10. The employee should raise the grievance/appeal without unreasonable delay after use of informal avenues.
11. Every effort shall be made to resolve the grievance, and the proceedings shall be kept confidential to the employee, their representative, the line manager and any other managers or Trustees involved in hearing the grievance or appeal.
12. Copies of correspondence and written records relating to a grievance will be kept in the employee's personnel file.

Stage 1 - after informal routes have been tried

The employee

1. The employee should raise the grievance in writing with the appropriate manager as soon as possible. This should set out the nature of the grievance and the outcome the employee wants.
2. The employee and their companion should make every effort to attend the meeting once it has been arranged.

The Manager

1. The manager responsible for hearing the grievance should arrange a meeting with the employee and their companion, should they wish one, without unreasonable delay.
2. The manager will be accompanied by a colleague, who will be at manager level or above, or agreed by both parties, who will act as note taker.

The meeting

3. The employee should be allowed to explain their grievance and how they think it should be resolved
4. If necessary the meeting should be adjourned to allow the grievance to be investigated.
5. At the end of the meeting the employee should be told what will happen next.

The meeting MUST NOT take place unless:

- The employee has informed the employer in writing what the basis for the grievance is and what outcome the employee would like to see
- The employer has had reasonable opportunity to consider their response to that information. It is expected that the response will be considered within 20 working days.

After the meeting

1. The manager should reflect on the facts of the case and decide on what action, if any, to take.

2. The decision should be communicated to the employee, in writing, within ten working days of the formal grievance being heard and where appropriate, should set out what action the employer intends to take to resolve the grievance. The time limits should only be exceeded if the investigation requires a longer time period and the employee should be informed in writing if this is the case.
3. The employee should be informed that they can appeal and how to make an appeal if they are not content with the action taken.

Stage 2 - Appeal

If the employee is not satisfied with the outcome of the grievance procedure, then they are entitled to appeal.

The employee should let the employer know the grounds for their appeal, without unreasonable delay, in writing.

The appeal will be heard by the Appeal Panel which must consist of:-

Person making the Appeal	Appeal panel
Member of Staff	Centre Manager
Centre Manager	<ol style="list-style-type: none"> 1. The Chair and a trustee 2. Two trustees if the Chair has been involved at stage 1

The Appeal Panel should aim to meet no later than 15 working days after the appeal is received. Following the appeal meeting the employee will be informed of the final decision, which will be confirmed in writing to them within 10 working days.

The decision of the Appeal Panel is final.

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