



GOVANHILL

HOUSING ASSOCIATION

Grievance Policy

Approved: 15 May 2019

Review date: May 2022

If you have difficulty with sight or hearing, or if you require a translated copy of this policy, we would be pleased to provide the information in a form that suits your needs.

1. Introduction

1.1 Grievances are concerns, problems or complaints an employee may have regarding their employment with Govanhill Housing Association or its subsidiary company Govanhill Community Development Trust e.g. concerning the job, working environment or any of their colleagues.

1.2 While someone is employed with us, we want to make sure they feel comfortable that any issues or disputes they raise will be looked at and resolved wherever possible. We encourage staff to raise their concerns immediately at the lowest possible level and we will do our best to resolve the majority of these quickly, using our informal process. However, we know that sometimes a formal procedure is also needed when the informal process does not reach a satisfactory conclusion, or where it is not appropriate to use. This policy provides the details of both the informal and formal processes.

1.3 This policy applies to all staff.

2. Policy Aims:

- To provide a mechanism for addressing staff concerns in a fair and consistent manner.
- To make sure Govanhill Housing Association complies with its responsibilities within employment law and best practice.

3. General Data Protection Regulations:

3.1 The organisation will treat staff personal data in line with our obligations under the current data protection regulations and our own privacy notices. Information regarding how data will be used and the basis for processing personal data is provided in our employee privacy notices.

4. Staff can expect Govanhill Housing Association to:

- Listen to any concerns staff raise either informally or formally and in line with the procedures set out below.
- Investigate their concerns as we deem appropriate.
- Provide staff with the opportunity for a maximum of two appeals as part of the formal process.

5. We expect that staff will:

- Raise any concerns they have promptly, while following the correct procedure.

- Use the informal process in the first instance (where appropriate) and only use the formal process where it is necessary.
- Let us know their concerns and how they would like to see them resolved.
- Complete our grievance form and pass this to the appropriate manager.
- Co-operate and participate as required in any investigations we see fit.
- Start the process with the view of achieving an acceptable outcome for all concerned.

6. Informal Process

We encourage all staff to raise any concerns with their line manager. They will discuss the issues and any reasonable solutions with them. If a staff member is unhappy with the outcome using this method, they will have the option of raising their concerns formally.

7. Formal Process

7.1 The following rules apply for the formal grievance process:

- If a staff member wishes to raise a formal grievance, they must complete the grievance form (appendix 1 at the end of this policy). If they do not complete the form and give it to the appropriate manager, we will not treat their complaint as a grievance.
- At all stages of the formal process they will have the right to be accompanied by a trade union representative or a workplace colleague. The chosen companion is allowed to summarise the case and confer with the staff member. However, they do not have the right to answer questions on their behalf.
- We will not make any changes connected to the complaint, until it is resolved, the procedure is exhausted or they do not wish to pursue the matter further.
- If the concerns relate to or involve a manager, the complaint will be dealt with at the level above the manager involved.

7.2 Stage 1

- Staff should first raise a grievance with their line manager, who will try to resolve the matter within 2 working days.
- We will keep a written record of the grievance and any proposed solution in the staff member's personal file.
- If the matter is not resolved to their satisfaction, they can raise up to two appeals, including the JNC appeal.

7.3 Stage 2

In the first instance, the staff member should ask for a meeting with a more senior manager.

They will hold a meeting within 3 working days of the request and carry out an investigation to give a decision within 5 working days of the meeting. A written record of the grievance and any proposed solution will be recorded in the staff member's personal file.

7.4 Stage 3

If the staff member is still not satisfied, they should present the grievance in writing to the chair of the Finance & General Purposes Sub Committee. The chair will then arrange a meeting of the representatives of the committee within 10 working days. The chair should inform the staff member the date and time of the hearing. After hearing the grievance, the sub committee will give their decision in writing to the staff member within 3 working days from the date of the meeting.

7.5 Stage 4

Appeals from the decision of the representatives of the committee will be to the JNC Appeal Chair.

The staff member should appeal in writing within 7 days of receiving notice of the decision, stating the reasons for the appeal.

The hearing will be arranged within 20 working days, where possible. After hearing the grievance, the JNC Appeal Chair will give their decision in writing to both the staff member and the trade union within 5 working days of the date of the hearing.

This is the final stage of internal appeal process.

7.6 JNC appeal

The JNC Appeal Chair is the final stage of the internal disciplinary and grievance procedure available. The Secretary to the JNC Appeal will send the staff member a copy of the guidance notes if they make a valid request for an appeal. The Chair's decision is followed by a written report.

Please note that if the original grievance is heard by the sub committee, there will only be one appeal to the JNC making the process two stages only.

8. Timescales

We may amend the timescales at any stage of the procedure if we and the staff member agree. For JNC hearings, each side may apply for an extension to the JNC Chair.

9. Outcome

9.1 After we have heard the staff member's concerns at the grievance hearing, an appropriate investigation will take place based on the information they have

provided. We will write to them with our findings once we complete our investigation.

- 9.2 The outcome of the complaint will be one of the following:
- The staff member's concerns have been upheld
 - Some of the concerns have been upheld and others have not.
 - the concerns have not been upheld.
- 9.3 Where it is possible, we will give the staff member the reason/s why any decisions have been made. This does not mean they will automatically have access to the investigation nor witness statements that we have taken. We take the confidentiality of all our staff very seriously and must ensure that we comply with Data Protection requirements. As a result, only information concerning the individual that does not breach the confidentiality of others may be made available. If we take action against one of the staff member's colleagues because of a complaint, we will not inform the staff member of this under any circumstances.

10. Grievances raised after employment has ended

- 10.1 If a former staff member raises a grievance after their employment has ended, we will consider it and respond to them in writing (without holding a meeting).

11. Collective grievances

- 11.1 A collective grievance is a complaint against an issue, which affects all staff or a group of staff in the same way, e.g. a change to a working practice, or working hours. If staff wish to raise a collective grievance this should be at Stage 2 of the formal process.
- 11.2 If the issue is not resolved after going through the internal procedure, staff or the Association may refer the matter to ACAS conciliation.

12. Policy review

- 12.1 This policy will be reviewed every 3 years or earlier if good practice or legislation require.

Appendix 1 Grievance Form

If you wish to raise a formal grievance you must complete the following form and give it to your line manager (unless the complaint concerns your line manager, in which case you should give the completed form to the manager at the next level).

Section 1 – About you

Name	
Job Title	
Department/Section	
Manager	

Section 2 – What is your complaint?

--

Section 3 – Please provide brief details of the outcome you would like considered

--

Signature	
Date	