



## Grievance Policy & Procedure

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## Grievance Policy & Procedure

All organisations must set up a procedure to enable an employee who feels aggrieved about some matter to have it raised and, if possible, resolved. There will usually be opportunities at staff meetings and individual supervision for staff matters to be raised and it is expected that most problems will be resolved in that way. However, to maintain positive staff relationships good employment practice requires a transparent procedure.

It is Autism Bedfordshire's policy to ensure that employees with a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and as fairly as possible. This procedure applies to all employees regardless of length of service. This procedure is for guidance only and does not form part of your contract of employment. We may amend the procedure at any time, or vary it as appropriate to a particular case.

## Informal Discussions

Most grievances can be resolved quickly and informally through discussion with your immediate supervisor. If this does not resolve the problem you should initiate the formal procedure below reasonably promptly.

## Formal Procedure

### Stage 1: Written Grievance

- If you feel that the matter has not been resolved through informal discussions, you should put your grievance in writing to your immediate supervisor. If the grievance involves your immediate supervisor, you may submit your grievance to a trustee.
- The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it.

### Stage 2: Meeting

- We will arrange a grievance meeting, normally within one week of receiving your written grievance. You should make every effort to attend.
- You may bring a companion to the grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion. The companion may be either a trade union official or a colleague, who will be allowed reasonable paid time off from duties to act as your companion. (see 'Right to be Accompanied' repeated below)
- If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.
- We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.
- We will write to you, usually within one week of the last grievance meeting, to confirm our decision and your right of appeal if you are not satisfied with it. We will notify of you of any further action that we intend to take to resolve the grievance.

### Stage 3: Appeal

- If the grievance has not been resolved to your satisfaction you may appeal in writing to the Chair of Autism Bedfordshire, or suitable trustee stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.
- We will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with impartially by the Chair of Autism Bedfordshire, or the appointed trustee, who will not have previously been involved in the case. You have a right to bring a companion, as stated above.
- We will confirm our final decision in writing, usually within one week of the appeal hearing. There is no further right of appeal.

### **Right to be Accompanied**

- The employee has a right to be accompanied by a fellow employee or trade union representative at any stage of the grievance procedure.
- If the employee wishes to avail himself/herself of this right, he/she must make a request to their manager as soon as possible. It need not be in writing.
- An employee who has agreed to accompany the aggrieved employee will be permitted a reasonable amount of time off with pay to fulfil this responsibility.