

Wales Council for Voluntary Action

Supporting charities, volunteers and communities

6. Employing and managing people

6.9 Grievance



Employers need to have good policies and procedures in place to guide managers in the way in which they deal with problems in the workplace and to ensure that all employees are treated equally. Policies and procedures will need to be based around the legal framework. UK legislation gives protection to employees, so an organisation must act fairly and in accordance with good management practice.

Grievance policy

A good policy gives managers guidance when a problem arises and ensures employees and managers operate fairly. For an employee, it shows what route to take if they have a problem or grievance. There is a statutory minimum procedure which must be adhered to.

This model document is provided for guidance only and should not be regarded as an authoritative statement of the law.

Model Grievance Policy

1. Introduction

From time to time individuals, or groups of individuals, face problems in a work situation, which they need to resolve. This procedure sets out a mechanism for resolving such problems in a fair and prompt way.

The procedure applies to all <Name of organisation> employees and applies to the settling of differences relating to their employment.

2. Principles

<Name of organisation> expects and encourages employees and managers to solve differences in a mutually acceptable way as quickly as possible and at the lowest possible level.

3. Procedure

3.1 Informal procedure

Should an employee have an issue of concern, he / she should raise the matter informally with their immediate line manager. It is generally expected that the majority

of problems will be resolved at this level. However, if the informal procedure fails to deal with the issue, then the formal procedure should be invoked.

3.2 Formal procedure

Stage one

Where it proves impossible to reach a mutually agreeable solution to a grievance by informal means, the employee should put their grievance in writing to their line manager.

Stage two

The line manager must invite the employee to attend a meeting to discuss the grievance. The employee has a right to be accompanied by an employee representative.

The meeting should be held within *<state no of>* days and at a time and place that is reasonable for the employee concerned.

Once the line manager has given careful consideration to the grievance before reaching a decision, but will inform the employee of when the decision will be made.

After the meeting, the line manager will inform the employee of their decision, in writing, within *<state no of >* working days of the meeting. The letter will also inform the employee of their right to appeal against the decision.

Stage three

If the employee is unhappy with the decision made after the grievance hearing, the employee must inform the line manager who made the decision of their wish to appeal.

Arrangements will be made, as promptly as possible, for an appeal meeting to be conducted by *<another manager, preferably a manager more senior than the manager that held the grievance meeting>*. The employee will be reminded of their right to be accompanied at the appeal meeting.

After hearing the appeal, the relevant manager will inform the employee of his / her decision in writing within *<insert no of >* working days of the appeal meeting.

The decision of the appeal is final.

Whilst it is intended that the timescales set in the procedures will be adhered to, when this is not possible an extension may be mutually agreed.

It is hoped that particular differences will be treated with the urgency necessary to ensure that they impact as little as possible on the individual(s) employment and the efficient functioning of <Name of organisation>.

To maintain good working relations where employees and their managers are working to resolve their differences, it will generally be expected that both parties work normally.

Resolving our own differences in a positive and constructive manner is healthy for this organisation and in all circumstances we will actively seek to do this. However, in certain exceptional circumstances, and with mutual agreement, it will be possible to seek the help of outside bodies, for example, ACAS.

Further information

ACAS

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Disclaimer

The information provided in this sheet is intended for guidance only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.

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