



RETAS Leeds

Grievance Procedure — March 2019

1 Purpose

The aim of this Grievance Procedure is to settle any staff grievances or complaints fairly. Every effort will be made to resolve the issue at the earliest stage and at each stage efforts will be made to avoid proceeding to the next stage and to settle the issue amicably.

If an employee has a problem with any other member of staff and is unable to sort it out informally the matter should be referred to her/his line manager.

If the problem is serious or remains unresolved or the employee wishes to raise the matter formally the employee can use the formal Grievance Procedure.

In the case of a grievance being taken out as a counter-grievance or in response to the start of disciplinary action it may be appropriate to deal with both issues at the same time. If appropriate, the disciplinary procedure may be temporarily suspended in order to deal with the grievance.

2 Procedure

2.1 Raise the grievance in writing

The employee should raise a grievance with their line manager without unreasonable delay, normally within one month of the incident or final incident which gives rise to the complaint.

If the grievance is against the line manager, the matter should be raised with the CEO. If the grievance is against the CEO, the matter should be raised with the Board of Trustees.

Whoever deals with the grievance at the meeting should be excluded from hearing any appeal.

The employee must detail in writing the specific circumstance or circumstances which constitute the grievance, with dates, times, witnesses etc., as applicable. Employees should stick to the facts and avoid insulting or abusive language.

2.2 Invitation to a Grievance Meeting

The person dealing with the grievance will invite the employee to attend a meeting, without unavoidable delay, to discuss the matter. The employee may choose to be accompanied at the meeting by a work colleague or union representative.

2.3 The Grievance Meeting

Where possible, a note taker, who must not be involved in the case, should take down a record of the proceedings or the proceedings should be audio recorded. The person hearing the grievance will introduce the meeting, read out the grounds of the employee's grievance, ask the employee if they are correct, and, where necessary, require the employee to provide clarification regarding details of the grievance.

The employee will be given the opportunity to put forward her/his case and say how they would like to see it resolved. The employee may call witnesses and refer to any documents previously provided to the person dealing with the grievance

The person dealing with the grievance may question the employee and any of the employee's witnesses.

The employee or their companion will be given the opportunity to sum up but may not introduce any new material.

The meeting may be adjourned by the person dealing with the grievance if it is considered necessary to undertake further investigation. Any necessary investigations will be carried out to establish the facts of the case. The meeting will be reconvened as soon as possible.

Having considered the grievance, the person dealing with the grievance will give her/his decision regarding the case in writing to the employee within 5 working days of the final meeting. If appropriate, the decision will set out what action RETAS intends to take to resolve the grievance or, if the grievance is not upheld, will explain the reasons. This will also include notifying the employee of her/his right of appeal and the procedure to be followed.

2.4 Appeal

If still unresolved, the employee may refer the matter, in writing, to the Chair of the Board of Trustees.

The employee wishing to appeal against a grievance decision must do so in writing within 5 working days of receiving written notification of the grievance decision, stating the reasons for the appeal. Any documents supporting the appeal must be attached.

Arrangements for the appeal meeting will be made by the Chair of Trustees, who will ensure that a note-taker is present if possible or that audio recording facilities are available. The appeal meeting should be held without unavoidable delay. Where possible, at least two members of the Board should constitute an Appeal Panel. Ideally this will be the Chair and one other trustee. The Trustee or Trustees hearing the appeal should, if at all possible, have had no direct involvement in the case.

The employee is entitled to be accompanied at the appeal hearing by a work colleague or union representative.

The meeting may be adjourned by the Appeal Panel or person hearing the appeal if it is considered necessary to undertake further investigation. The meeting should be reconvened as soon as possible.

Having considered the appeal, the Appeal Panel or person hearing the appeal will give their decision regarding the case in writing to the employee within 5 working days of the appeal hearing. If at this point the grievance is upheld, the Appeal Panel or person hearing the appeal will set out what action RETAS intends to take to resolve the grievance. If the grievance is not upheld the reasons will be given.

The decision of the Appeal Panel or person hearing the appeal shall be final.

REVIEW

The effectiveness of this policy and associated arrangements will be reviewed annually by the Board of Trustees and RETAS CEO.

Review Date: March 2020