

# CHRE

## Grievance Policy & Procedure

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## 1 Policy Statement

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The Council for Healthcare Regulatory Excellence (CHRE) (the organisation) recognises that from time to time employees may wish to seek redress for grievances relating to their employment. In this respect, the organisation policy is to encourage free communication between employees and their managers to ensure that questions and problems arising during the course of employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned. Where an employee's grievance constitutes an appeal against a disciplinary decision, this should be taken up through the organisation's Disciplinary Appeals Procedure.

The organisation aims to follow standards of best practice when dealing with disciplinary related matters. These procedures conform to the ACAS (Advisory, Conciliation and Arbitration Service) Code of Practice 1, Disciplinary and Grievance Procedures, which became effective on 6<sup>th</sup> April 2009.

## 2 General Principles

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The Grievance Procedure is designed to allow employees to air and settle disagreements as quickly and easily as possible.

The general principles are:

- All employees to be treated fairly and reasonably.
- All cases to be taken seriously by management.
- All individuals and circumstances to be dealt with sensitively.
- Objectivity to be maintained at all times.
- Confidentiality to be maintained at all times.
- All grievances to be dealt with at the lowest appropriate level of management.
- Where appropriate, if the subject of the grievance (complaint) is the employee's manager, it may be necessary to raise the complaint with the manager of the employee's immediate line manager.
- Records should be kept detailing the nature of the grievance raised, the employer's response, any action taken and the reasons for it. These records should be kept in accordance with the Data Protection Act 1998, which requires the release of certain data to individuals on their request.
- At stages one, two and three of the formal procedure employees may be accompanied by a colleague or a certified trade union representative.

## 3 Procedure

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### 3.1 Informal

Employees are encouraged to resolve any grievance situation informally. This should be done by talking directly, politely and objectively to the person with whom they have the grievance. It may be sufficient to explain clearly to the person the nature of their grievance and how it interferes with their work.

If this approach is inappropriate or unsatisfactory and does not resolve the grievance informally, employees should follow the formal procedure.

### 3.2 Formal Procedure

All complaints will be fully investigated. Confidentiality will be maintained as far as possible and the investigation will be handled with due respect for the rights of both parties. Every effort will be made to resolve the complaint quickly.

Any malicious complaints may result in disciplinary action against the complainant.

Where an employee has a grievance arising from employment and the informal route has been exhausted or it is not practicable to use this route, the following process will be invoked. Both the employee and the manager have responsibility for complying with the process as follows:

#### 3.2.1 Stage One – Initial Grievance

##### Statement of Grievance

- The employee must set out the grievance in writing and send/give to their line manager (or where the grievance is about their immediate manager, to a more senior manager)

##### Grievance Meeting

- The manager must hold a meeting within five working days to discuss the employee's concerns
- The employee has the right to representation from a work colleague or trade union representative
- A grievance meeting must take place before any decision is made
- The employee must take reasonable steps to attend the meeting



- Either at or after the meeting the manager must provide the employee with the decision
- The employee must be given the right to appeal any decision to a more senior manager and this will progress the grievance to Stage Two (see below)

Wherever possible the grievance should be resolved and any decision given at the time of the meeting. However, if this is not practicable a decision should be given within five working days of the meeting unless the employee and manager agree otherwise.

### **3.2.2 Stage Two – Appeal Meeting**

#### **The Appeal Meeting**

- The employee informs the manager, in writing, that they wish to appeal against the decision within ten working days of the decision being notified to them. The letter must set out the grounds for the appeal.
- The manager hearing the appeal must hold a meeting within ten working days of the appeal being raised to discuss the concerns/points raised
- The appeal will be dealt with impartially and wherever possible by a manager who has not previously been involved in the case
- The employee has the right to representation at the meeting by a work colleague or trade union representative
- The employee must take reasonable steps to attend the meeting
- Either at or after the meeting the manager hearing the appeal must inform the employee of the decision

Wherever possible the grievance appeal should be resolved and any decision given at the time of the meeting. However, if this is not practicable a decision should be given within five working days of the meeting unless the employee and manager hearing the appeal agree otherwise.

If you do not appeal no further action can be taken by you against the organisation.

Employees may refer the grievance to the next tier of management.

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## Document Control

### Version Control

Printed documents are uncontrolled. This document is only valid on the day it was printed.

Version	Status	Primary Author(s)	Description of Version	Date Completed
1.0			Grievance Policy	

### Associated Documentation

Version	Description of Documentation
1.0	Managers Guidelines to the Grievance Procedure

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