



GRIEVANCE PROCEDURE

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CORPORATE FIT	
Internal Management Plan	
Risk Register	
Business Plan	
Regulatory Standards	
Equalities Strategy	
Legislation	

CONTENTS

1. Introduction and Policy Statement
2. Stage One: Optional
3. Stage Two: Written Grievance
4. Stage Three: Meeting
5. Stage Four: Appeal
6. Stage Five: Ongoing Support

1. INTRODUCTION AND POLICY STATEMENT

- 1.1 Part of our key aims of The Albyn Group is to build our Purpose, our Mission, our Values and our Vision into our policy and decision making on a daily basis. With that in mind, we aim to follow our guiding principles that apply to all policies: <https://www.albynhousing.org.uk/about-us/>
- 1.2 Grievances are concerns, problems or complaints that employees raise with their employers.
- 1.3 Where appropriate, you should seek to resolve any grievance informally with the person to whom you immediately report. If this does not resolve the problem, you should raise your grievance formally as set out below.
- 1.4 This procedure does not form part of your contract of employment. It may be amended at any time and the Albyn Group may use an alternative procedure depending on the circumstances of the particular case.
- 1.5 This procedure applies to all our employees and workers. It does not apply to agency workers, consultants, contractors, volunteers, interns or casual workers.

2. STAGE ONE (OPTIONAL – ACCORDING TO THE CIRCUMSTANCES AND NATURE OF THE COMPLAINT)

- 2.1 Albyn Group welcomes the opportunity to resolve grievances and disciplinary matters informally, where this is the most appropriate course of action.
- 2.2 When considering an informal resolution of difficulties, it is important that staff feel safe and supported to do so. The line manager should be proactive in offering this support to staff. Where there may be uncertainty about this approach, it is recommended that the individual's agreement should be sought to adopt this approach.
- 2.3 Offers of support may include a facilitated meeting (by the line manager or HR Team), or a formal conflict management process which could include coaching, mentoring or mediation.

3. STAGE TWO: WRITTEN GRIEVANCE

- 3.1 If the matter cannot be satisfactorily resolved informally, or it is inappropriate to do so, you should raise the matter formally, without unreasonable delay, by setting out your grievance in writing and sending it to your line manager. If the matter concerns your line manager, you

should send your grievance to their line manager. In circumstances where the grievance involves the Chief Operating Officer, and or the Chief Executive, Board Appointees will be utilised where appropriate in special circumstances for all 3 stages of the process.

- 3.2 Your written grievance letter should set out the nature of your complaint and include relevant facts, dates and the names of the individuals involved so that we can investigate it.

4. STAGE THREE: MEETING

- 4.1 We will arrange a meeting to discuss your grievance, without unreasonable delay, upon receiving your written grievance. You should make every effort to attend the meeting.
- 4.2 You have the right to be accompanied at the meeting by a companion (either a trade union representative or a work colleague) if you make a reasonable request in advance of the meeting and tell us the name of your chosen colleague. Your colleague will be allowed reasonable paid time off from work duties to act as your companion.
- 4.3 If you or your companion cannot attend the meeting, you should let us know as soon as possible and propose a reasonable alternative date and time. If this is within five working days of the original date, we will accept it and the meeting will take place then. If it is not, we will make reasonable attempts to agree another alternative date and time.
- 4.4 At the meeting, you will be given the opportunity to explain your grievance and how you think it should be resolved.
- 4.5 We may adjourn the meeting if we need to carry out further investigations. The meeting will usually be reconvened afterwards.
- 4.6 We will confirm our decision, without unreasonable delay, after the last grievance meeting. Our letter will explain any further action we intend to take to resolve your grievance and advise you of your right of appeal.

5. STAGE FOUR: APPEAL

- 5.1 If your grievance has not been resolved to your satisfaction as a result of the meeting, you should appeal against the grievance decision. Your appeal should be made in writing, setting out the full grounds of your appeal, within five working days of receipt of the grievance decision, to the Chief Operating Officer.

- 5.2 You will then be invited to attend an appeal hearing. The appeal will be heard impartially, without unreasonable delay and, where possible, by a more senior manager not involved in the decision being appealed or any prior investigation, and their decision is final. You have the right to be accompanied at the appeal hearing, as set out above.
- 5.3 You will be informed in writing of the appeal decision, without unreasonable delay, after the appeal hearing. There is no further right of appeal.

6. STAGE FIVE: ONGOING SUPPORT

- 6.1 Albyn Group appreciates that the reporting and management of grievance and disciplinary matters can be difficult for everyone involved and it is important that we take steps to offer support to all staff affected.
- 6.2 Such support may include talking to your line manager or the HR team, a medical referral to our Occupational Health Provider, a recommendation to talk to your GP or access the Employee Assistance Programme.