

Grievance Policy

Policy Statement

From time to time a staff member may feel aggrieved about an issue relating to his or her employment, treatment or any other matter affecting him or her at work. It is important in this context to distinguish a grievance from a complaint or concern about bad practice. Staff who have a grievance will be treated fairly and the grievance will be fully investigated

The policy has accompanying procedures which must be followed.

KEY PRINCIPLES

Home Healthcare believes it is the right of every employee to raise matters of genuine concern relating to their employment.

All employees will be treated in a fair and consistent manner if they raise a concern or grievance.

Prior to raising an issue through the formal Grievance Procedure, employees, wherever possible, should try to resolve matters informally with their immediate line manager.

At all stages of the formal procedure, the employee will have the right to be accompanied at this meeting by a single companion who is either a work colleague or a representative of his/her Trade Union. The companion has the right to explain and sum up the case and to respond to any views expressed at the hearing. He/she may not answer questions on the employee's behalf. If the employee's representative cannot attend on the date set for the meeting, the employee will be asked to suggest another date, which is reasonable and is not more than five working days after the date originally proposed by Home Healthcare. This five-day time limit may be extended by mutual agreement.

THE GRIEVANCE PROCEEDURE

The following procedure sets out the steps to be taken if any employee has a grievance and how the appropriate person(s) will deal with the grievance. It sets down time limits at each stage to ensure that any grievance is dealt with as quickly as possible.

Stage 1

If the employee's grievance has not been resolved to the employee's satisfaction through the informal procedure as outlined above, he/she should write to their immediate line manager, or if the employee's grievance is with his/her line manager, to the director setting out his/her grievance in full (including copies of any relevant documents).

Within ten working days of receipt of the employee's grievance, a meeting will be arranged for the employee to discuss the grievance. The employee will be invited to attend this meeting. It may be necessary for enquiries to be made with other people about the employee's grievance, and possibly to have a second meeting with them.

The person considering the grievance will ensure that all the relevant information is gathered, including statements (if necessary) and will consider the information before reaching a decision.

Within five working days of the meeting, unless extended by mutual consent, the person considering the grievance will meet with the employee to confirm the outcome of his/her grievance. Following this meeting the person hearing the grievance will write to the employee confirming the outcome of his/her grievance. The letter will include a reminder of the employee's right of appeal under stage 2, if he/she is not satisfied with the outcome.

Stage 2

If the employee wishes to appeal, the employee should write to the immediate manager of the person hearing the grievance at Stage 1, within five working days of receiving written confirmation of the decision made at Stage 1. The employee's appeal letter must set out the reasons for his/her appeal.

Within ten working days of receiving the employee's letter of appeal, the employee will be invited to attend a meeting when his/her grievance and the reasons for appealing will be discussed.

Within ten working days of the meeting, unless extended by mutual consent, the person hearing the grievance will meet with the employee to confirm the outcome of his/her grievance. Following the meeting, the person hearing the grievance will write to the employee confirming the outcome of his/her grievance. The decision will be final and there is no further appeal.

AFTER TERMINATION OF EMPLOYMENT

If the employee wishes to lodge a grievance after his/her employment has ended, the parties can either go through stage 1 and 2 above, or the parties can agree to deal with matters on the basis of a written grievance and response (without a meeting).