

Policy Title	Grievance Policy
Date of Approval	June 2016
Date of Review	June 2019

1. Introduction

Grievances are concerns, problems or complaints you may have with regard to your employment with West of Scotland Housing Association, e.g. concerning the job, working environment or any of your colleagues.

While you are employed with us, we want to make sure you feel comfortable that any issues or disputes you raise will be looked at and resolved wherever possible. We encourage you to raise your concerns immediately at the lowest possible level and we will do our best to resolve the majority of these quickly, using our informal process. However, we know that sometimes a formal procedure is also needed when the informal process does not reach a satisfactory conclusion, or where it is not appropriate to use. This policy provides the details of both the informal and formal processes.

This policy applies to all staff within West of Scotland Housing Association.

2. Policy Aims

- To provide a mechanism for addressing staff concerns in a fair and consistent manner.
- To make sure West of Scotland Housing Association complies with its responsibilities within employment law and best practice.

3. You can expect West of Scotland Housing Association to:

- Listen to any concerns you raise either informally or formally and in line with the procedures set out below.
- Investigate your concerns, as we deem appropriate.
- Provide you with the opportunity for a maximum of two appeals as part of the formal process.

4. We expect that you will:

- Raise any concerns you have promptly, while following the correct procedure.
- Use the informal process in the first instance (where appropriate) and only use the formal process where it is necessary.
- Let us know what your concerns are and how you would like to see them resolved.
- Complete West of Scotland Housing Association's grievance form and pass this to the appropriate manager.

- Co-operate and participate as required in any investigations we see fit.
- Start the process with the view of achieving an acceptable outcome for all concerned.

5. Informal Process

We encourage all staff to raise any concerns with their line manager. They will discuss the issues and any reasonable solutions with you. If you are unhappy with the outcome using this method, you will have the option of raising your concerns formally.

6. Formal Process

The following rules apply for the formal grievance process:

- If you wish to raise a formal grievance, you must complete the grievance form (appendix 1). If you do not complete the form and give it to the appropriate manager, we will not treat your complaint as a grievance.
- At all stages of the formal process you will have the right to be accompanied by a trade union representative or a workplace colleague. Your chosen companion is allowed to summarise your case, respond on behalf of you and confer with you. However they do not have the right to answer questions on your behalf.
- We will not make any changes connected to your complaint, until it is resolved, the procedure is exhausted, or you do not wish to pursue the matter further.
- If your concerns relate to or involve a manager, your complaint will be dealt with at the level above the manager involved.

We have 4 stages in our formal process. You can raise up to **2 appeals**, including the JNC appeal however, any appeal must go through stage 3 before it can be heard by the JNC at stage 4.

6.1 Stage 1

If you have not been able to resolve the matter informally, you should raise the matter, in writing, using the grievance form and give this to your line manager unless your complaint is about your line manager. In that case, your complaint will be dealt with at the level above the manager involved. We will write and invite you to a meeting within 2 calendar days where possible where your line manager will try to resolve the matter. At the meeting, we will hear your concerns and ask what your proposed solution is. We will write to you following the meeting with the outcome and details of how to appeal the decision if you are unhappy with it and keep a written record of your grievance and any proposed solution in your personal file.

6.2 Stage 2 – Appeal

Where you feel that your grievance has not been satisfactorily resolved during Stage 1, you can appeal the outcome by proceeding to Stage 2 of the process. You should submit your appeal in writing to outline the reason for your appeal without unreasonable delay. We will write to you and invite you to

a meeting within 3 working days where possible. The appeal will be heard by the next level above the manager that made the original decision or a manager who was not previously involved in the case. Your concerns will be heard at this meeting and you will be asked what your proposed solution is. The outcome of the appeal will be communicated to you in writing within 5 working days from when the meeting was held. A decision made at this level will be final. A written record of your grievance and any proposed solution in your personal file.

6.3 Stage 3

If you are still not satisfied, you should present the grievance in writing to the chair of the staffing sub-committee or equivalent. The chair will then arrange a meeting of the representatives of the committee within 10 working days. The chair should tell you the date and time of the meeting. After the grievance, the staffing sub-committee or equivalent will give their decision in writing to you within 3 working days of the date of the meeting. A written record of your grievance and any proposed solution will be recorded in your personal file.

6.4 Stage 4

This is the final stage in our process. If you are still unhappy with the outcome at Stage 3, you may appeal for a second and final time to the JNC Appeal Chair within 7 days of receiving notice of the decision from stage 3, stating the reasons for your appeal. To appeal to the JNC you must make a request to the Secretary to the JNC Appeal c/o EVH and we will provide full details in your outcome letter. Once the Secretary has received your completed form, arrangements will be put in place to have your appeal heard within 20 working days, where possible. Once the JNC Chair has heard your appeal the JNC Chair will give their decision in writing to both you and your trade union within 5 working days of the date of the hearing. This marks the end of the internal process.

Please note that if your original grievance is heard by the JNC, there will only be one appeal to the JNC making the process two stages only.

7 Outcome

After we have heard your concerns at the grievance hearing, an appropriate investigation will take place based on the information you have provided. We will write to you with our findings once we complete our investigation.

The outcome of your complaint will be one of the following:

- Your concerns have been upheld
- Some of your concerns have been upheld, and others have not.
- Your concerns have not been upheld.

Where it is possible, we will give you the reason/s why any decisions have been made. This does not mean you will automatically have access to the investigation nor witness statements that we have taken. West of Scotland

Housing Association takes confidentiality of all its staff very seriously and must ensure that it complies with Data Protection requirements. As a result, only information concerning yourself that does not breach the confidentiality of others may be made available to you. If we take action against one of your colleagues because of your complaint, we will not inform you of this under any circumstances.

8 Collective grievances

Collective grievances are complaints raised on behalf of 2 or more employees by a recognised trade union or other appropriate workplace representative. If you wish to raise a collective grievance this should be at Stage 2 of the formal process.

If the issue is not resolved after going through the internal procedure, either you or we may refer the matter to ACAS conciliation.

9 Timescales

We may amend the timescales at any stage of the procedure if you and we agree. For JNC hearings, each side may apply for an extension to the panel, may be granted by the Chair.

10 Grievances raised after your employment has ended

If you raise a grievance after your employment has ended, we will consider the matters you raise and deal with them if appropriate. Once we have investigated your complaint, we will write to you with our findings. There will be no further steps of this process.

Appendix 1 Grievance Form

If you wish to raise a formal grievance you must complete the following form and give it to your line manager (unless the complaint concerns your line manager, in which case you should give the completed form to the manager at the next level).

Section 1 – About you

Name	
Job Title	
Department/Section	
Manager	

Section 2 – What is your complaint?

Section 3 – Please provide brief details of the outcome you would like considered

Signed

Signature	
Date	

