

Louie's Helping Hands

STAFF GRIEVANCE PROCEDURE POLICY

CHAIRPERSON: SARA LLEWELLYN

DATE AGREED: 22 FEBRUARY 2017

DATE OF NEXT REVIEW: 22 FEBRUARY 2018

**ALL, STAFF HAVE ACCESS TO THIS POLICY AND
SIGN TO THE EFFECT THAT THEY HAVE READ AND
UNDERSTOOD ITS CONTENT**

Louie's Helping Hands

Staff Grievance Procedure

Employees at Louie's Helping Hands are encouraged to communicate and air problems and questions during the course of their employment to resolve any issues quickly and to the satisfaction of all concerned. However, the charity recognises that from time to time employees may wish to seek redress for grievances relating to their employment or against colleagues.

Informal Procedure

- An employee with a grievance should raise the concern with the Trustees and together they should find ways of resolving the problem.
- The Trustees should record the outcome and any action taken

Formal Procedure

- If informal discussions do not resolve the issue, the employee must send details of the grievance to the trustee using the form Appendix A. It is important that all parts of the form are properly completed and that all the facts are made known at the outset.
- If the grievance involves another employee, details of the grievance as provided on the form will be given to the individual concerned

Grievance Meeting

- A meeting will be convened and the employee will be notified in writing of the date and time of the meeting normally within five days of receiving the form from the employee. If this is not possible the employee will be informed and be given a time frame.
- The employee has a right to be accompanied by a person of their choice
- Notes will be taken at the meeting by an employee not connected to the grievance
- The meeting is an opportunity for the employee to explain their grievance and how they think it should be resolved. The meeting can be adjourned if further investigation is deemed necessary
- Witnesses and/or person against whom the grievance has been raised may be invited to attend the meeting if this is deemed helpful by the charity in resolving the grievance
- Where possible, the decision and any actions to be taken to resolve the grievance will be announced at the conclusion of the meeting. The decision will be communicated in writing to the employee (and any other party involved) within five working days.

The policy was adopted by: Louie's Helping Hands	Date: 19 th May 2016
Reviewed On: 22 nd February 2017	Signed: S J Llewellyn
To be reviewed: 22 nd February 2018	