



STaSS Grievance Procedure

MAY 2015

Introduction

This procedure describes how a member of staff may deal formally with a grievance they may have regarding any condition of their employment, by having it heard by a manager, the director or Board of Trustees. The aggrieved employee has the right to representation by a trade union representative or a work colleague.

It is preferable for a grievance to be resolved satisfactorily as close to the individual and their line manager as possible. It is understood that this may be unlikely in many circumstances and that a formal procedure is required to ensure the swift and fair resolution of matters, which aggrieve STaSS employees.

Timescales have been fixed to ensure that grievances are dealt with quickly however; these may be extended if both parties agree it upon.

This procedure is not intended to deal with:

- Dismissal or disciplinary matters, which are dealt with under a separate procedure.

Stage 1

An employee, who has a grievance, should raise the matter with his/her line manager immediately the grievance occurs either verbally or in writing. If the matter itself concerns the employee's immediate line manager, then the grievance should be taken to their senior.

If the manager is unable to resolve the matter at that time, then a formal written grievance should be submitted [see Appendix 1]. The manager should then respond within 2 working days [i.e. within the manager's normal working days] to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the manager's decision and who to appeal to if still aggrieved.

Stage 2

STaSS would expect the manager's decision to be final and for that matter to be closed in most instances. However, if the employee remains aggrieved an appeal can be made against the decision.

The appeal must be made to the next manager in line and must be made within ten working days of the original manager's response. The appeal must be in writing [see Appendix 2] and contain the original grievance form - Appendix 1. This manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing, as will the name of the person the employee can appeal to if still aggrieved, within 7 working days.

Where the "next in line" manager at this stage is the director, then the grievance should progress to the Board of Trustees.

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Stage 3

The final level of appeal is to the Board of Trustees. This appeal must be made in writing [see Appendix 3], enclosing a copy of the original Formal Grievance form, to the Board of Trustees within 10 working days of receipt of the Stage 2 response. The Board of Trustees will arrange for and hear the appeal and formally respond with a full explanation within 20 working days.

Any grievances made against the director will be heard by the Board of Trustees. There is no further right of appeal. However, where both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, consideration may be given to find a mutually acceptable third party to mediate if possible.

Policy Review

The Director and Board of Trustees are responsible for reviewing this policy annually and ensuring that it is compliant with current legislation and good practice.

REVIEWED MAY 2015, NEXT SCHEDULED REVIEW MAY 2016

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Appendix 1

To:
From:
Date:
Direct Line Manager:

Dear

I wish to take out a formal grievance against:

in line with the STaSS Grievance Procedure. The details of my grievance are shown below:

Yours sincerely

[The manager should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed.]

Appendix 2

To:
From:
Date:
Direct Line Manager:

Dear

On _____ my grievance against _____ was heard by _____ . I was not satisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the STaSS Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

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[Manager should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed]

Appendix3

To [Director]:
From:
Dept:
Date:
Immediate line manager:

Dear

On [must be within 10 days of the response to the second stage of the formal grievance] I appealed to _____ against the decision made at my initial grievance against _____.

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the STaSS Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

[The Director should respond to this formal written grievance within 10 working days unless an extended period for response is mutually agreed.]

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Grievance Policy

This policy was explained to me and I have also read and understood its content. I promise to abide by it now and after my engagement with STaSS.

Signed _____

Print Name _____

Date _____

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