



CC_HR09 Grievance Policy/ Procedure

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1. Introduction

The aim of the Grievance Procedure is to ensure that every employee who has a grievance can obtain a response to the issue, and explanation as to why the circumstances giving rise to the grievance exist, and a resolution of the matter at the earliest possible stage.

It is intended that the formal procedure should be used only when all informal channels have been fully explored.

The procedure is concerned with all matters related to employment and applies only to staff in employment of the Company. The operation of the procedure will be fair and consistent.

2. General Principles/Stages

- Effective communication and consultation are essential to provide operational efficiency and mutual understanding.
- Employees are entitled to be represented at Grievance Hearings by an accredited representative of a recognised Trade Union or a friend, or a colleague.
- Problems that arise on a day-to-day basis should normally be resolved with the Reporting Manager.
- If the employee is still dissatisfied after involvement of the Reporting Manager or their concerns directly involves that person, they are encouraged to raise the matter informally with a Senior Manager.
- The formal procedure shall apply if the matter is not resolved informally. An employee wishing to invoke the Grievance Procedure should provide written notification of their grievance to the Company.
- The Grievance will be heard by two job titles (one will be nominated Chair) who have not been involved in any informal procedures in relation to the case. It may be appropriate to call in an independent person to hear the grievance, if all senior parties have been involved in any part of the meetings or reasons for the grievance.
- The Grievance Hearing will take place within 21 days of receipt of the written notification of the grievance.

3. Procedure at a Grievance Hearing

It is the responsibility of the person conducting the hearing to ensure that the employee is given proper opportunity to represent their concerns.

Employees should be given reasonable notice of arrangements for the hearing. (5-7 working days). If the employee fails to attend without good reason, then the person conducting the hearing will take into account all the circumstances and may reach a decision in the absence of the employee.

The format of the hearing will be:

- The employee (or representative) shall state their case and may call witnesses
- The panel members, manager presenting their case shall be entitled to question the employee/rep and any witnesses called
- The employee/representative may clarify with their witnesses any points/matters previously referred to.
- The manager shall present their case and may call witnesses
- The panel members, employee/representative shall be entitled to ask questions of the manager and any witnesses called
- The manager may clarify any points/matters with their witnesses
- Both parties will have the opportunity to sum up their cases.
- The panel will adjourn to consider the evidence and make their decision.
- The decision of the panel will be notified to the employee, were practical verbally after the hearing of where the panel requires longer to consider the matter, the employee will be advised on the decision in writing.
- Note: The Chair of the panel may adjourn the hearing at any time if they feel that further evidence is necessary. In exceptional circumstances, the adjournment may last for several days if there is the need for any further witnesses to be interviewed, or evidence needs to be gathered which is not immediately available.
- The Chair of the hearing will provide written notification of their conclusion or decision within seven working days of the hearing.

4. Appeal Stage

Failing resolution/satisfaction at the hearing, the employee should write to the Senior Manager within 10 working days of the outcome of the hearing being notified to them, requesting a final appeal stage hearing.

The Senior Manager will then arrange for the panel to hear the grievance appeal.

The panel will include the Senior Manager, or a nominated external person who had relevant experience/training in such proceedings.

The employee will be required to set out their case and why they are appealing.

The panel members who heard the first stage hearing will be required to attend to confirm reasons for their decision.

The decision of the panel at appeal hearing will be final and there will be no further provision for appeal.

5. VERSION HISTORY TABLE

VERSION	DATE UPDATED	UPDATED BY	REASONS
08 HR Policy	09/12/2015	AB	Removed from archived HR policy. Added to new policy template.

			Version 1.0 issued.
V1.0	N/A	JH	Reviewed – all legislation up to date