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| **Policy Name** | **Grievance Policy** | **Policy Number** | HR009 |
| **Approval date** | June 2019 | **To be reviewed** | Annually |
| **Approved by** | UCB Guild HR Subcommittee |
| **Noted/endorsed** | Guild Manager |
| **Applicable to** | All staff and officers |
| **Related policies** | HR015 Disciplinary Policy |

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| **REVIEW HISTORY** |
| **Date** | **Name** | **Role** | **Notes** |
| 28/06/2019 | Sarah Kerton | Guild Manager, UCB Guild | Creation of new policy and approval at HR Subcommittee |
| 31/10/2019 | Sarah Kerton | Guild Manager, UCB Guild | Ratified by Trustee Board |

**GRIEVANCE POLICY**

*This policy is relevant to all employees and volunteers of the Guild, including sabbatical officers, volunteer officers, volunteers directly with the Guild, career staff, sports coaches and student staff. It is not relevant to volunteers within societies or student leaders, who will be covered by their own student by-laws.*

The Guild takes employees' grievances seriously and encourages all employees to raise their concerns at an early stage so that they may be resolved swiftly. In many cases, it will be possible to resolve such issues informally, by talking them up with your line manager.

If you wish to raise a grievance on a more formal basis, you should follow the Guild's formal grievance procedure. This procedure has been designed to deal with most concerns about your work, including where you become aware of any wrongdoing within the Guild which gives rise to a personal grievance. These procedures are not legally binding and do not form part of your contract of employment.

You will never be penalised for raising a legitimate grievance, however grievances that are deemed to be vexatious in nature may be investigated under the terms of our Disciplinary Policy.

**Grievance Procedure**

The Guild wishes to ensure that all of its employees and volunteers are treated fairly. If you have problems or concerns about your work, working environment or working relationships the Guild wishes to see these problems resolved before they develop into more serious situations.

Informal Grievance
Step 1 – Informal discussion

Formal Grievance
Step 2 - Put your grievance in writing
Step 3 – Grievance meeting
Step 4 - Investigation
Step 5 – Grievance outcome
Step 6 – Appeal

If you have any grievance in relation to your employment, you should raise it informally with your line manager. If your grievance is about your line manager, you can raise the grievance informally with his/her line manager. If the grievance is about the Guild Manager as your line manager, the grievance will need to be made to the Supervising Trustee of the Trustee Board.

If you require any clarification, please speak with the Guild Manager in the first instance, or President if the grievance relates to the Guild Manager.

If the matter is unable to be settled within 5 working days (where practical) then the following procedure will apply.

**Formal grievance**Put the grievance in writing and send it to your line manager. If the grievance is about:

* your line manager, send it to their manager.
* The Guild Manager, send it to the Supervising Trustee.
* An Officer, send it to the Guild Manager in the first instance.

The person informed, referred to as the Investigating Officer, will arrange a formal meeting in order to discuss the grievance.

You have the right to be accompanied at this meeting by a work colleague or a trade union representative. The Investigating Officer will investigate and then write to you with a response to your grievance within 10 working days (where practical) of the hearing. In certain circumstances, it may be appropriate to arrange a further meeting with you before a decision is reached.

If you are not satisfied that the matter has been adequately resolved, or if the Investigating Officer fails to deal with your written grievance, then you can appeal.

**Appeal**If you feel that your grievance has not been resolved through this stage of the procedure, you should appeal in writing to the next most senior manager. If your grievance has been handled by the Supervising Trustee, you would send it to the Chair of the Trustee Board. This person take on the role of Investigating Officer and will arrange a formal meeting to hear your appeal.

You have the right to be accompanied at this meeting by a work colleague or a trade union representative. The meeting will be held within five working days (where practical) of the Investigating Officer receiving your appeal. They will write to you within 5 working days (where practical) of the meeting with their response to your appeal. If it is not possible to contact you with a response within that time, you will be given an explanation for the delay and will be informed when a response can be expected.

**Confidentiality Statement**Confidentiality is an important part of the procedures provided under this policy. Everyone involved in the operation of the policy, whether making a complaint or involved in any investigation, is responsible for observing the high level of confidentiality that is required. Breach of confidentiality may give rise to disciplinary action under our Disciplinary Procedure.