

POLICY DOCUMENT

Policy Title:	Grievance
Policy Group:	Human Resources
Policy Owner:	S. O'Rourke
Issue Date:	22/06/2022
Review Period:	24 months
Next Review Due	22/06/2024
Author:	S. O'Rourke
Cross References:	Disciplinary procedure, Whistle-blowing, Staff Handbook, Management Structure
Evidence:	The Employment Act 2008, The Employment Tribunals (Constitution and Rules of Procedure) (Amendment) Regulations 2008, ACAS code of practice on disciplinary and grievance procedures, Delafield Consulting.
How implementation will be monitored:	Management Team via HR reports
Sanctions to apply for breach:	Retraining initially then disciplinary procedure for abuse of the policy.
Computer File Ref.	O: new policy book: human resources
Policy Accepted by MT	22/06/2022
Sign-off by CEO	

Statement of purpose: The grievance procedure exists to ensure that any matter causing serious concern to an employee is dealt with fully and promptly by the appropriate manager. There will be many minor matters dealt with in the day-to-day work situation, which can be resolved by discussion between the employee and their immediate supervisor. When such discussion fails to produce an understanding and the grievance remains unresolved, the matter should be raised by the employee at the next stage of this procedure. The procedure is not intended to be used in connection with disciplinary matters. The disciplinary procedure specifically describes the steps to be taken by an employee who wishes to appeal against a disciplinary decision.

Policy Statement: The Hospital acknowledges that during the course of their employment some employees may have concerns, problems or complaints which need addressing. These are known as grievances. If such grievances cannot be resolved informally, then the formal procedure, set out below, must be followed.

Grievance Procedure

The purpose of the procedure is to allow the Hospital to deal with grievances fairly, consistently, confidentially and speedily. To this end, every endeavour will be made to resolve any grievance within 5 working days, at each stage.

Stage 1

- 2.1 You must set out, in writing, details of your grievance(s) and submit this to your immediate supervisor or manager.

Stage 2

- 2.1 You will then be invited to a meeting and must take all reasonable steps to attend.
- 2.1 You have the right to be accompanied at this meeting by a colleague who is either a fellow worker or an official of a Trade Union.
- 2.1 The purpose of the meeting is to consider and try to resolve the grievance(s) you have set out in writing.
- 2.1 The outcome of the meeting will be confirmed to you in writing, as will your right of appeal.

Stage 3

- 2.1 If you are not satisfied with the outcome at Stage 2, you will be given the right to an appeal meeting with the Chief Executive who has not previously been involved in the procedure.
- 2.1 You will be expected to take all reasonable steps to attend the appeal meeting and have the same rights to accompaniment as applied at Stage 2.
- 2.1 The purpose of the appeal meeting is to consider and try to resolve the grievance(s) you have set out in writing.
- 2.1 The outcome of the appeal meeting will be confirmed to you in writing. This is the final stage in the procedure.

Mediation by an ACAS accredited Workplace Mediator can be offered in on-going or unresolved grievances.

Review

This policy has been reviewed for overt or implied discrimination within the scope of the Hospital's policies on equality and diversity and none was found.

The policy will be reviewed bi- annually to ensure that the system described continues to provide an effective framework for grievance.