

# Heritage Lab CIC Grievance Procedure

## 1 Introduction

The aim of this Grievance Procedure is to settle grievances or complaints fairly and it is intended to operate simply and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably.

If a member of staff [paid or voluntary] has a problem with any other member of staff, and is unable to sort it out informally, the matter should be referred to his/her line-manager. You may be able to agree an informal solution between you.

If the problem is serious or remains unresolved or the member of staff [paid or voluntary] wishes to raise the matter formally, the member of staff [paid or voluntary] can use the formal grievance procedure.

In the case of a grievance being taken out as a counter-grievance, or in response to the start of disciplinary action, it may be appropriate to deal with both issues at the same time. If appropriate, the disciplinary procedure may be temporarily suspended in order to deal with the grievance.

## 2 The Procedure

### i. Raise the grievance in writing

The member of staff [paid or voluntary] should raise a grievance with their line manager without unreasonable delay, normally within one month of the incident (or final incident) which gives rise to the complaint.

If the grievance is against the line manager, the matter should be raised with the Chief Executive. In the case of the Chief Executive, the matter should be raised with the Chair of the Board. Whoever deals with the grievance at the meeting, will normally be excluded from hearing any appeal.

The member of staff [paid or voluntary] must detail in writing the specific circumstance or circumstances which constitute the grievance, with dates, times, witnesses, etc. as applicable. Employees should stick to the facts and avoid insulting or abusive language.

### ii. Invitation to a Grievance Meeting

The line manager will invite the member of staff [paid or voluntary] to attend a meeting, without unavoidable delay to discuss the matter.

The line manager will also state that the member of staff [paid or voluntary] is entitled to be accompanied by a trade union representative or work colleague at the meeting.

The meeting should ideally be arranged within five working days of receiving the written grievance.

### **iii. Grievance Meeting**

Where possible, a note-taker, who must be uninvolved in the case will take down a record of the proceedings.

The line manager (or Chief Executive or Chair of the Board of Trustees as appropriate) will introduce the meeting, read out the grounds of the member of staff [paid or voluntary]'s grievance, ask the member of staff [paid or voluntary] if they are correct and require the member of staff [paid or voluntary] to provide clarification regarding details of the grievance if unclear.

The member of staff [paid or voluntary] will be given the opportunity to put forward her/his case and say how they would like to see it resolved. The member of staff [paid or voluntary] may call witnesses and refer to any documents previously provided to the line manager (or Chief Executive or Chair).

The line manager (or Chief Executive or Chair) may question the member of staff [paid or voluntary] and any of the member of staff [paid or voluntary]'s witnesses.

The member of staff [paid or voluntary]/companion will be given the opportunity to sum up but may not introduce any new material.

The meeting may be adjourned by the line manager (or Chief Executive or Chair) if it is considered necessary to undertake further investigation. Any necessary investigations will be carried out to establish the facts of the case. The meeting will be reconvened as soon as possible.

Having considered the grievance, the line manager (or Chief Executive or Chair) will give her/his decision regarding the case in writing to the member of staff [paid or voluntary] which will normally be within five working days. If appropriate, the decision will set out what action the employer intends to take to resolve the grievance or if the grievance is

not upheld, will explain the reasons. This will also include notifying the member of staff [paid or voluntary] of her/his right of appeal and the procedure to be followed.

#### **iv. Appeal**

If still unresolved, the member of staff [paid or voluntary] may refer the matter, in writing, to the Chair of the Board of Trustees, or if the Chair has already been involved in an earlier stage of the procedure, to the Vice- Chair of the Board of Trustees.

The member of staff [paid or voluntary] wishing to appeal against a grievance decision, must do so in writing within five working days of receiving written notification of the grievance decision, stating the reasons for the appeal. Any documents submitted in support of the appeal must be attached.

Arrangements for the appeal meeting will be made by the Chair (or the Vice-Chair if appropriate) who will ensure that a note- taker is present if possible. The appeal meeting should be held without unavoidable delay. Where possible, at least two members of the Board will constitute an Appeal Panel. The trustee or trustees hearing the appeal should, if at all possible, have had no direct involvement in the case.

The member of staff [paid or voluntary] is entitled to be accompanied by a trade union representative or work colleague at the appeal.

The meeting may be adjourned by the Appeal Panel or person hearing the appeal, if it is considered necessary to undertake further investigation. The meeting will be reconvened as soon as possible.

The decision of the Appeal Panel or person hearing the appeal shall be final.

#### **v. Confidentiality**

All complaint information will be kept confidential, made known to those who need to know bearing in mind data protection requirements.