



CALLANDER COMMUNITY DEVELOPMENT TRUST

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Grievance Policy

Purpose:

This policy helps us deal with complaints, concerns, and problems to do with employment fairly and consistently. This procedure should not replace normal employee–manager dialogue. However, where such informal dialogue has failed to resolve an issue of concern, then you may utilise this procedure to have an issue resolved.

Aim:

It is accepted that when people work together there will inevitably be situations where misunderstandings, problems or concerns need to be resolved. It is our policy that a culture of effective communication, openness, and a willingness to co-operate and listen will exist. Therefore, we expect it to be possible that most of these issues or misunderstandings to be addressed informally in an efficient and effective manner. However, where such issues are unresolved, they may become grievances. You are encouraged to seek resolution of an issue by utilising this procedure.

Please note that this policy only applies to matters relating to your employment. If you have a separate relationship, such as being a customer or service user, you must use a separate process for concerns.

This policy applies to all employees, but does not form part of your employment contract, and we may update it at any time.

You should only use this procedure to raise a grievance connected with your employment. Complaints made against you will normally be dealt with under our Disciplinary Policy, as appropriate.

You should also look at our Harassment and Bullying Policy which might be relevant.

Most grievances are raised individually, but if a group of employees bring the same grievance, we will address it as a group grievance and follow the process described below.



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Procedure:

To provide an effective and timely resolution of your concerns, the following procedure will be followed to ensure that employee complaints or problems receive full and careful attention.

Reasonable adjustments will be made to the procedure for disabled employees. Any employee who has trouble with the procedure for any reason should seek assistance from their line manager.

Callander Community Development Trust reserves the right to engage external third-party assistance at any stage of the grievance process.

1. Taking informal action:

We would encourage you to approach your manager before doing anything else, as we find most grievances can be resolved informally. If your grievance is about your manager — or there is some other reason you do not want to raise it with them — you must instead notify their line manager or somebody else holding the same level of responsibility as your manager.

If this informal approach does not resolve your problem, or you wish to go straight to using the formal procedure please see below.

2. Taking formal action:

Stage One:

You will need to set out the details of your complaint in writing. Include dates, names of individuals involved, and any other relevant facts, and tell us clearly that you want to lodge a formal grievance. It will be helpful if you set out any steps you have taken to resolve the issue informally.

You must also explain clearly what you want to see the organisation do. You could for example say: 'I want you to issue a warning to (the name of the individual you are complaining about),' or: 'I want you to change your policy on overtime working.'

Send or hand your written grievance to your line manager. If your line manager is part of your grievance, you should send your grievance to the Board of Trustees.

We will write to you to let you know that we have received your grievance.

You must co-operate with us to ensure our investigation is fair and thorough. How we investigate will depend on the nature of your grievance. We will look at relevant documents



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and may interview you and/ or take a statement from you and from other people able to provide information.

Stage Two:

We will invite you to a meeting, usually within 5 working days of you lodging your grievance. The meeting is your opportunity to explain your problem and how you think we should resolve it, and we ask that you make every effort to attend.

You can bring a companion with you to the meeting — this will typically be a work colleague or a trade union representative (full details are in section 3 below). You must let us know as soon as possible if either you or your companion is unable to attend the meeting and we will try to reschedule.

Minutes of the meeting will be taken, and copies will be made available to you. A copy of the minutes will be retained by your line manager.

After the meeting, we will take any steps to further investigate anything that we consider appropriate. Sometimes this will involve looking at documents or interviewing other people. We will not normally allow you to take part in this part of the investigation (for example, you will not normally be allowed to question other people directly). Sometimes, we may ask you for more information or for another meeting. And sometimes, we may think there is no need for any further investigation.

Within a week of the final meeting (this may be the first or the second meeting, depending on the circumstances) we will write to you with our decision and let you know if we plan to take any action to address your grievance.

We will also tell you who to write to if you want to appeal our decision (see Stage Three below). In complicated grievances, or if the manager hearing your grievance is unavailable, it may take longer than a week to make our decision and prepare an outcome letter. If that happens, we will keep you informed about the revised timescales.

Sometimes, we may decide it is inappropriate to discuss some, or even all, of the steps we are taking as the result of your grievance with you (usually because the other person involved might have an entitlement to confidentiality, which must be balanced against your right to know what has happened). We recognise that this may leave you feeling dissatisfied, and we would only do this if there was a good reason not to keep you informed.

Stage Three:

If you are not happy with our decision, you can appeal in writing within one week of us giving you the decision. Your appeal letter [or email] must explain clearly why you wish to



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appeal the decision. You should also give us any new evidence you may have acquired since the initial investigation was completed.

We will invite you to a meeting, usually within two weeks of you lodging your appeal. Wherever possible, the appeal meeting will not be led by the manager who held the original grievance meeting. You may be accompanied by a trade union representative or work colleague, in line with the process outlined in section 3.

Our final decision will be sent to you in writing. We try to do this within two weeks of the appeal hearing. You do not have any further right to appeal against our decision.

3. Your right to be accompanied:

You are entitled to be accompanied by a colleague or trade union representative at any meeting called under this policy.

If you want to exercise this right, you should tell us as soon as possible who you want to accompany you. It is your responsibility to arrange for them to attend. If you choose a work colleague, we will not prevent them from attending, but we may rearrange the meeting if their absence from work would cause operational problems.

Your colleague or trade union representative can, if you would like them to, explain the key points of your grievance at the meeting and can respond on your behalf. You can also confer with them during the meetings. However, they must not answer questions put directly to you or try to prevent us asking questions or expressing our views.

4. Extending timescales under the procedure:

The timescales outlined in this procedure will be adhered to whenever this is reasonably practicable. There may be extenuating circumstances that are outside of either parties' control, for example, where a key witness is unavailable, or the grievance requires extensive investigation.

Where it is not reasonably practicable to adhere to the deadlines, you will be informed, and revised timelines will be identified.

5. Protection against detriment:

Nothing in this procedure is intended to prevent you from raising any concerns you have. If you raise concerns under this procedure, you will not be subject to any detrimental or less favourable treatment as a result.

However, where the grievance is made with malicious intent, you may be subject to Callander Community Development Trust's disciplinary procedure.



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Document version control

Version number	Change or update	Author or owner	Date
1.0	First version	CCDT	
2.0	Amendments upon advice received from STEP	CCDT	