

# **Great Western Society Limited**

## **The Grievance Procedure (Employees)**

### **1 Background**

There is no legally binding process for dealing with grievances but this procedure is designed to help all Great Western Society (GWS) employees to resolve them as the need arises. The aim is to ensure a satisfactory resolution to issues of concern for all employees in the organisation. A separate procedure exists for the treatment of volunteers.

### **2 Definition**

Grievances are work-related concerns, problems or complaints which are raised by an employee. They will normally relate to (a) working practices and / or procedures or (b) relationships with fellow employees or volunteers at different levels.

### **3 Dealing with grievances informally**

If an employee has a grievance they should begin by discussing the matter, wherever possible, with their line manager. In this way it may be possible to agree a solution without taking formal action.

### **4 Formal grievance**

If the concern is serious and / or cannot be resolved informally by an ad hoc discussion, the employee may instigate formal action by setting out the grievance in writing to their line manager. A written grievance should be factual and avoid the use of insulting or abusive language. Where the grievance is against the employee's line manager and the employee feels unable to raise the matter directly with them, an approach should be made to the Chief Executive.

### **5 Information gathering**

The line manager or Chief Executive, if appropriate (see para 4), will take whatever action is necessary to investigate and gather information with a view to establishing the facts. This, for example, may entail interviewing other staff as well as the complainant and considering any documentary evidence relevant to the issue.

### **6 Impact on staff involved in the grievance**

Depending on the nature and impact of the grievance, consideration must be given to providing proportionate support for all staff affected. It is the responsibility of the line manager or Chief Executive as the investigating officer to determine whether support is required and, if so, to make the necessary provision for individual(s) so that they are not left isolated at a potentially difficult time.

## **7 Grievance hearing**

The Chief Executive will arrange a meeting with the employee, normally within 21 days, to discuss the grievance. All employees have the right to be accompanied at this meeting by one other person, subject to prior approval. After the meeting, the Chief Executive will issue a decision in writing to the employee, normally within 3 days. The right of appeal to the GWS Chairman will be explained.

## **8 Appeals**

Employees should advise the Chief Executive if they are unhappy with the decision and wish to appeal. Appeals should be lodged in writing with the Chairman within 10 working days of the date of issue of the decision and will normally be heard within 21 days of their receipt. All employees have the right to be accompanied at this hearing by one other person, subject to prior approval. After the hearing the GWS Chairman will issue a decision to the appellant, normally within 3 days. The GWS Chairman's decision is final.

*NB This document complies with ACAS guidance and its Code of Practice relating to grievance procedures. It supersedes all previous versions issued by the Society.*

This procedure was approved by the Great Western Society Senior Management Team on 20 September 2023 and is due for review in September 2026.