Grievance Policy

Document Control

Responsible Person	Chief Executive			
Review Frequency	5 Yearly			
Reviewed by	Board			
Date Approved	April 2023			
Next Review Due	April 2028			
Consultation Required	Yes		No	✓
Equalities Impact Assessment	Yes	✓	No	
Added to Company Website	Yes	✓	No	
Associated Documents Considered	Yes	✓	No	

1. Scope of the Policy

1.1. This Waverley Housing (hereinafter referred to as the Company) policy is designed to ensure that the Company deals with Employee grievances in a timely and fair manner. The policy sets out how an Employee (including temporary staff and work placements) should raise their grievance and what level of management will deal with their issue.

1.2. It is not appropriate for Employees to raise a grievance in relation to a disciplinary sanction taken against them; such matters should be dealt with through the disciplinary appeal process instead.

1.3. If the complaint/grievance is about a member of the Executive Team or Board Member, please refer to the "Complaints about the Executive Team or Board Members Procedure.

2. Objectives of the Policy

2.1. Employees who feel they have a complaint or grievance to do with their work or the people they work with, e.g. being bullied, harassed or discriminated against should use this policy to raise their concerns with management. The Company will endeavour to deal with all such grievances quickly, fairly and sensitively.

2.2. Informal Stage

Employees should firstly raise any grievance either verbally or in writing with their line manager or any other operational manager if the employee feels unable to raise the matter with their line manager, explaining to them the reasons for their grievance. It may be helpful for both the Employee and the manager to keep a brief note of any informal discussions. If the matter cannot be resolved by discussion at this stage, or if the matter relates to the Employees' line manager then the matter may be raised through the formal process set out below.

2.3. Formal Stage

If the Employee is dissatisfied with the response received following the informal stage, or if the Employee feels unable to raise the matter with his/her line manager, he or she should raise the grievance in writing with HR. Where possible the Employee should set out in detail the issues relating to their grievance to allow a full investigation to take place.

The appropriate manager will arrange to meet with the Employee at the earliest practical opportunity to discuss all of the grievance issues and to give the Employee the opportunity to have their say.

Once the manager has met with the Employee they will carry out any further investigations that are deemed necessary and, in normal circumstances, respond in writing within 10 working days of this meeting. The letter shall set out the findings of the manager and whether the grievance has been upheld, partially upheld, or not upheld. If it is not possible to respond within 10 working days, the Employee will be given an explanation for the delay and told when a response can be expected.

2.4. Right of Appeal

If the Employee remains dissatisfied with the decision/ and or subsequent action taken, the employee has the right of appeal. The employee must set out in writing the grounds for their appeal, to HR, within 10 working days. On receipt of the appeal, HR will advise the Employee, within 5 working days, of the name of the manager who will hear the appeal and the date and time of the meeting. Time limits may be extended by mutual agreement.

The appeal will be heard by a manager not previously involved in the grievance, or a more senior manager, if required. If the members of the Executive Team have previously been involved, then a member of the Board, or external adviser, may be asked to hear an appeal.

A written decision will be sent to the Employee within 10 working days of the meeting. Employees should note that where the matter is complicated or detailed, requiring further investigations, or where it involves a number of other Employees, it may not be possible for the Company to respond within the 10 day timescale set out above. In these circumstances the manager will communicate the reason without any delay to the employee and will seek to respond as soon as is practicable in the circumstances.

The decision of the manager will be final and there will be no further right of appeal.

2.5. Right to be Accompanied

Employees have the right to be accompanied to any meetings by a fellow Employee or appropriate trade union official at all stages of this procedure. Employees should notify HR, in advance, of who will be accompanying them.

2.6. Overlapping Grievance and Disciplinary Issues

Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. There may be situations where the employer may find it more convenient to deal with both issues concurrently.