

**NORTHDALE HORTICULTURE**

**POLICIES AND PROCEDURES**

**GRIEVANCE PROCEDURE**

**Policy Statement**

Northdale Horticulture is committed to good relations between Staff and Volunteers and encourages the fair resolution of grievances as quickly and as near to the point of origin as possible. However, if grievances cannot be resolved on an informal basis, then employees and volunteers have a right to lodge their grievances through the formal mechanisms detailed below.

**Scope**

The grievance procedure should be used to settle all issues, problems, disputes and grievances which an employee or volunteer may wish to raise concerning other employees, volunteers, work issues, the organisation or any other matter relating to employment or the working relationship with the Charity. The formal resolution process can deal with the following types of matter:

* Application of terms and conditions of employment
* Working conditions
* Working procedures/practice

It may be appropriate, by mutual agreement to advance through stages of the procedure for a speedy resolution. In particular if a grievance relates to a particular individual who would be destined to hear the same then that stage should be by passed.

As a general principle the status quo will remain until all procedural means of resolution are exhausted. The exception will be issues which involve a breach of statutory obligations or matters of probity.

**Procedure**

**1. Informal Stage**

1.1 If the grievance concerns another employee, the member of staff should, if possible, first discuss and try to resolve it with that person.

1.2 If the grievance is about work issues, the organisation or any other matter relating to employment or working relationships within the organisation, the individual should first discuss it informally with either the Client Service Manager or Service Manager.

**2. Formal Stage**

2.1 Unless there is a good reason for doing so, the Formal Stage should generally be started within one month of the incident or issue to which the grievance refers.

2.2 If the matter is not resolved through the Informal Stage the individual should start the Formal Stage by writing to the Service Manager.

2.3 The Service Manager shall endeavour to resolve the matter. The individual may present the grievance and, if they wish, be accompanied by a trade union representative, an advocacy service, a fellow employee or volunteer. Every effort should be made to resolve the grievance within a maximum of 10 working days from receipt of the written grievance.

2.4 The decision will be notified in writing within 5 working days of the formal hearing.

**3. Appeal Stage**

3.1 If the individual remains aggrieved they should write to the Chairperson of the Board of Trustees.

3.2 The Chairperson will chair an Appeal hearing, involving two other Trustees not previously involved in the grievance. The individual may present the grievance and, if they wish, be accompanied by a trade union representative, a fellow employee or volunteer. Every effort should be made to resolve the grievance within a maximum of 10 working days from receipt of the written appeal.

3.3 The decision of the Appeal Panel shall be given in writing within a reasonable period, which will normally be within three working days of the meeting. The decision of the Appeal Panel is final and there is no further right of appeal.

**4. Grievances Involving the Chairman or Service Manager**

4.1 Service Manager. If the grievance concerns the Service Manager, or if the Service Manager is unavailable, and it cannot be resolved at the Informal Stage, the aggrieved should write to or email the Chairperson, who will appoint a Trustee to assume the duties of the Service Manager for the First Stage.

4.2 Chairperson. If the grievance concerns the Chairperson and the complainant feels that it would be inappropriate to write to or email the Service Manager then the aggrieved should write to or email the Vice-Chair, who will appoint a Trustee to assume the duties of the Service Manager for the First Stage. If an Appeal Stage becomes necessary, the Vice-Chair will assume the duties of the Chairperson.

**Records**

Written records of all discussions relating to the three stages are to be made with copies placed on the personal file of the person raising the grievance.

**Staff Training Requirements**

All Trustees, members of Staff and Volunteers will be briefed on this policy as part of their Induction.

A list of Trustees is available on the Staff & Volunteer notice boards.

**Related Policies and Procedures**

Discipline