

# **GRIEVANCE RESOLUTION POLICY & PROCEDURE**

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## **PURPOSE OF THE GRIEVANCE RESOLUTION POLICY**

Problems and misunderstandings are bound to arise from time to time, whenever people work together. The purpose of the Grievance Resolution Policy is to provide a means to allow grievances to be resolved at the closest point to their origin. This procedure aims to demonstrate the commitment of the DBF to the principle of equality of opportunity and fair treatment for all staff.

In most instances, problems are dealt with quickly and easily through an informal and open discussion with your line manager and any issue that is of concern to you should initially be raised in this way. However, problems that are not resolved through an informal discussion should be dealt with through the formal Grievance Resolution Policy.

## **PRINCIPLES UNDERLYING THIS PROCEDURE**

In following through the procedure outlined below, the following principles will be observed:

- The major purpose of this procedure is to resolve problems. It is not intended to provide a means of establishing guilt or blame, or to initiate disciplinary action.
- All issues raised under the procedure should be dealt with fairly and effectively at the earliest practicable stage, to achieve a 'speedy' resolution.
- All matters raised under the procedure should be treated as confidential, wherever possible. However, the grievance process is part of your employment and, therefore, some information raised in the grievance may, by its nature, need to be shared by the panel with others.
- An employee will have the right to be accompanied by a companion who will be, a work colleague or a suitably qualified trades union official of his or her choice at all stages of the procedure. Employees shall give notice of their intention to be accompanied together with the name/status of the person accompanying them.
- Where a party wishes to have a hearing recorded, this shall only be permitted provided that a duplicate copy of the recording is given to both parties at the end of the meeting prior to either of the parties leaving.
- Where a grievance is raised by two or more employees, the grievances shall be heard separately. Joint hearings shall not be permitted.
- There are normally three stages to this procedure: the grievance being raised in writing; the meeting; and the appeal.

- If, for good reason, an employee would rather not raise an issue with his/her line manager, it is acceptable for them to request an appointment with the Diocesan Secretary who will advise on the best way in which to proceed.
- An employee will have the right to appeal under the DBF 's Appeals Procedure if after exhausting both step 1 and step 2 of the procedure, he/she is not satisfied that the matter has been properly resolved.

### **THE GRIEVANCE RESOLUTION PROCEDURE – STEP ONE**

1. When an employee wishes to discuss a grievance arising from their employment, they should raise the matter with the Diocesan Secretary in writing. It is important that the concerns are clearly outlined and how those concerns are covered by this procedure/policy.

### **THE GRIEVANCE RESOLUTION PROCEDURE – STEP TWO**

2. The Diocesan Secretary (or a delegated person) will then arrange to meet with the employee within seven days of receiving the written notice of the grievance to discuss the grievance, to obtain clarification over any issues which are unclear and to obtain any necessary further information. At the end of the meeting the Diocesan Secretary (or delegated person) will adjourn to consider the decision.
3. If necessary the Diocesan Secretary (or delegated person) can adjourn the meeting to carry out further investigations.
4. The decision may be given orally at the end of the hearing to the employee, and will in any case be confirmed in writing as soon as practicable. The employee will be advised of his/her right to appeal if he / she is not satisfied with the outcome.
5. If the response is not satisfactory to the employee, he/she should notify the Diocesan Secretary (or delegated person) in writing, within seven days of receiving the response; otherwise it will be assumed that the grievance has been resolved satisfactorily.
6. If the employee is a line manager, the Diocesan Secretary will follow the process as outlined in point 2 above, irrespective of whether or not the Diocesan Secretary is also the line manager. However, where the grievance raised concerns the Diocesan Secretary, the process outlined in points 1 – 4 above will be followed but a DBF Trustee will take the place of the Diocesan Secretary.

## THE GRIEVANCE RESOLUTION PROCEDURE – STEP THREE

7. If the matter is not resolved to the satisfaction of the employee, he/she may resort to the appeals procedure for the matter to be given further consideration. He / she should notify the DBF Chair (or delegated person) in writing, within seven days of receiving the response. The appeals procedure should, wherever possible, be initiated within seven days of receiving the notification.
8. The appeal hearing will be conducted in accordance with the DBF's Appeal Policy which is found in the staff handbook.

## GRIEVANCES AGAINST THE DIOCESAN SECRETARY

- If the grievance is with the Diocesan Secretary, the grievance should be raised with a trustee of the DBF who will consider the grievance and notify the employee as in step two above.

### Note

The time periods referred to throughout this procedure are included to ensure that grievances are dealt with as speedily as possible. However, there may be circumstances in which it would be more appropriate for these periods to be extended and in such cases, this should be subject, where possible, to the agreement of both parties.

## SUMMARY

### Step 1

If the grievance cannot be resolved informally, inform the employer of the grievance in writing.

### Step 2

Be invited by the employer to a meeting to discuss the grievance where the right to be accompanied will apply and be notified in writing of the decision. The employee must take all reasonable steps to attend the meeting.

### Step 3

Be given the right to an appeal meeting if they feel the grievance has not been satisfactorily resolved and be notified of the final decision.