

2.4 Staff Grievance Policy

At Ecclesall Kids Club we aim to have a team of well-motivated, highly skilled and professional staff. However, there may be times when a member of staff has issues or concerns about their working conditions or other aspects of their employment at the Club. When such issues arise we encourage staff to discuss them with the manager as soon as possible so that they can be quickly resolved. Grievances left unaided lead to unmotivated staff and a poor working environment.

All members of staff have the right to raise a grievance about issues that arise from their work within the Club and affect them as an individual, and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the staff member should follow the procedure set out in our **Safeguarding policy**. If the concerns relate to malpractice or wrongdoing with regards to the running of the Club, the staff member should follow the procedure set out in our **Whistleblowing policy**.

Stage 1: Informal grievance procedure

In the first instance the member of staff should raise the issue with the Line Manager or Countersigning Manager/Committee Secretary (if the grievance is about their Line Manager). If the grievance is a relatively minor one, the Line manager will try to resolve the matter through **informal discussions** or if agreed with both/all parties via mediation.

Stage 2: Formal grievance procedure

Grievance statement

If the informal discussion does not resolve the grievance to the satisfaction of the member of staff, the next step is to write advising the Line Manager (or Countersigning Manager/Committee Secretary) that they intend to invoke the formal grievance procedure. The written notification should include the following details:

- A statement that the staff member is invoking the formal grievance procedure
- The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
- Any steps that have been taken on an informal basis to address the concerns
- The staff member's opinion on what their desired outcome would be.

The member of staff can have a representative submit the grievance on their behalf if they wish.

Grievance meeting

Within five working days of receiving the grievance, the Line Manager (or Counter signing Manager/Committee Secretary if appropriate) will reply in writing, acknowledging receipt and inviting the staff member to attend a formal grievance meeting. The meeting will normally take place within ten working days of receipt of the written grievance.

The member of staff has the right to be accompanied at the meeting by a work colleague. The Club will be represented by the appropriate Manager to the level of the grievance and/or a member/s of the Management Committee as applicable depending on the individuals involved.

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary, a second meeting may need to be arranged in order to gather more evidence.

Outcome

The individuals who heard the grievance will determine the outcome of the grievance. They may reject the grievance, or may uphold the complaint and identify what steps will be taken to resolve it.

Within ten working days of the grievance meeting, the individuals who heard the grievance will inform the member of staff in writing of the outcome of the grievance, including the reasons for the decision and, where appropriate, details of any steps taken or further actions required to address their concerns, as well as their right to appeal.

Appeals

If the member of staff feels that their grievance has not been satisfactorily resolved they may appeal in writing within five working days, stating their grounds for appeal. The appeal will normally take place within ten working days of receiving the written request for an appeal. The Chair of the Management Committee or a Committee Member who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

The member of staff has the right to be accompanied to the appeal hearing by a colleague.

Within ten working days of the appeal hearing, the Chair or Committee Member hearing the appeal will inform the member of staff in writing of the outcome of the appeal hearing.

The member of staff will also be advised of their right to seek advice from ACAS and other professionals if they are not satisfied with the outcome of the grievance meeting or the appeal hearing.

Overlapping grievance and disciplinary cases

If a member of staff raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However if the grievance and disciplinary cases are related the individuals considering the grievance may choose to deal with both issues in parallel.

False or repeated grievances

If a member of staff raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

A member of staff cannot raise the same grievance within 12 months of the resolution, outcome or withdrawal of the original grievance.

Related policies

See also our **Safeguarding Policy, Whistleblowing Policy, Staff Disciplinary Policy, staff behaviour and conduct policy, Managing Performance Policy.**

This policy was adopted by: Ecclesall Kids Club	Date 2/4/17
reviewed 04/03/2024	Signed: <i>Ecclesall Kids Club Committee</i>