

HR19 - Grievance

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Approved by P&PRG:	October 2024	Approved by BoM:	December 2024
Owner:	Michael Catlin	Job Title:	Head of People & OD
To be issued to: (check as needed)			
<input type="checkbox"/> Board of Management <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input checked="" type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	
Method of Delivery: (check as needed)			
<input type="checkbox"/> Learn Pro <input type="checkbox"/> Board Portal <input type="checkbox"/> Line Manager to Share (eg. Agencies)		<input type="checkbox"/> Policy Owner to Notify (eg. Contractors) <input type="checkbox"/> Other: _____	
Stakeholder Consultation Completed (check as needed)			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input type="checkbox"/> Asset <input type="checkbox"/> ICT		<input checked="" type="checkbox"/> OD <input checked="" type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input checked="" type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input checked="" type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	

Version Control

Date	Owner	Version	Reason for Change
October 2024	Michael Catlin	1	Cyclical review due & transfer to new template.

Summary of Changes

Section	Change
5	Added Employment Rights Act 1996, Equality Act 2010, Health and Safety at Work Act 1974, The General Data Protection Regulation (GDPR) and the UK General Data Protection Regulation (UK GDPR).
7	Removed 7.2 – 7.6 and added to HR19a.
8	Added HR15a and HR18a.

Contents

1.0 Arks Values.....	4
2.0 Purpose	4
3.0 Policy Statement	4
4.0 Scope.....	5
5.0 Legal/Regulatory Framework.....	5
6.0 Responsibilities	5
6.1 Board of Management.....	5
6.2 Executive Team	5
6.3 Leadership Team.....	5
6.4 Managers	5
6.5 All Staff.....	5
7.0 Grievance	6
8.0 Learning & Development Requirements	7
9.0 Related Policies & Procedures	7
10.0 Equality Impact Assessment (EIA).....	7
11.0 Data Protection Impact Assessment (DPIA).....	7
12.0 Monitoring and Review.....	7
12.1 Monitoring	7
12.2 Review.....	7

1.0 Arks Values

Arks values are true to the core purpose of the organisation and the services we deliver. They determine our behaviours towards one another and what we should expect in our relationships with one another. Working within the following values will guide and help us deliver our vision and mission of Ark being an organisation where everyone is equal:

Trust

We have confidence in our people to deliver excellent services and trust in them to do so. We will develop trusting and honest relationships, and our customers will feel assured that they can rely on us to deliver.

Respect

We treat everyone fairly and we listen. We are respectful of each person with whom we come into contact and expect our people to respond professionally and treat others as they would wish to be treated.

Understanding

We will operate with empathy and compassion and approach each situation with an open mind. We will question and challenge to ensure we achieve the right outcomes for customers and our people.

Equality

We believe everyone is equal and expect our people to create positive experiences where everyone feels valued and included.

Integrity

We will do the right thing and take responsibility for our actions. We will work together to uphold the highest standards of behaviour and practice.

2.0 Purpose

This policy and associated procedure are to provide an appropriate channel through which members of staff may seek action where they consider themselves to have grounds for complaint in any matter associated with their employment, this could be relating to their work or working environment.

3.0 Policy Statement

The main objective of the Grievance policy and associated procedure is to prevent and resolve conflict in the workplace, to protect the interest of management and employees alike and to recognise the rights of an employee or employees to appeal and to be given a fair hearing against any measure which they may consider to be unjust.

4.0 Scope

The Grievance policy and associated procedure will apply to all permanent, temporary staff, relief workers, agency and the Board of Management.

5.0 Legal/Regulatory Framework

This policy complies with the following legislation:

- Employment Rights Act 1996
- Equality Act 2010
- Health and Safety at Work Act 1974
- The General Data Protection Regulation (GDPR) and the UK General Data Protection Regulation (UK GDPR)

The policy also follows the Advisory, Conciliation and Arbitration Service (ACAS) Code of Practice on Grievance Procedures.

6.0 Responsibilities

6.1 Board of Management

Ark's Board of Management is responsible for consideration and approval of this policy.

6.2 Executive Team

Ark's Executive Team is responsible for ensuring that this policy is reviewed in accordance with Ark's schedule for review of policies.

6.3 Leadership Team

Ark's Leadership Team is responsible for review of the policy, and for ensuring that relevant measures are put in place in order to implement its requirements.

6.4 Managers

Ark Managers will be responsible for the effective implementation of this policy. They must also ensure that each member of their staff is made aware of this policy. Under the Equalities Act 2010, managers will provide assistance for a member of staff if they are unable to produce a written grievance themselves because of a disability.

6.5 All Staff

All Ark employees are required to familiarise themselves with this policy and associated procedure.

In general, the informal and formal stage of the procedure will take place between the staff member and their immediate line manager.

There are three sets of circumstances, however, in which the normal pattern may be modified:

- Where it is not possible to resolve a grievance informally employees should raise the matter formally and without unreasonable delay with a manager who is not the subject of the grievance.
- Where the matter in question concerns the actions or decisions of a staff member's line manager, the staff member may go directly, either at the informal or formal stage, if they wish to another appropriate manager at the same level.
- Where the matter in question is of an intimate personal nature, for instance an allegation of discrimination or sexual harassment, a staff member may, if they prefer, approach the Human Resources Business Partner. The Human Resources Business Partner will seek to agree with the staff member an appropriate course of action to resolve the matter in accordance with the principles laid down in this policy.

7.0 Grievance

The grievance process must operate in a fair and consistent manner and be carried out without unreasonable delay. The following principles apply in all cases:

- All parties will abide by the policy, and by the outcome of the procedure.
- No member of staff who raises a genuine grievance and follows the procedure will be subject to any pressure to withdraw or discontinue pursuing that grievance; neither will they be penalised for having raised a grievance.
- No alteration of customary arrangements or agreed practices should be made until an agreed solution has been reached or the procedure exhausted. The parties must, where necessary, for the welfare of Supported People, Tenants or the effective running of the Ark, agree interim arrangements to allow work to continue whilst the procedure is being followed. Acceptance of arrangements on an interim basis will not imply that either party agrees those arrangements as a permanent solution to the issue in question.
- At all formal stages of the procedure, the staff member may request to be accompanied by a companion. The companion may be a fellow worker (who is not connected to the complaint), a trade union companion or an official employed by a trade union.
- All grievances will be dealt with in confidence, subject to the need to gather appropriate information.
- No member of staff will abuse the grievances procedure to pursue personal animosities or obtain gain.
- Every effort will be made to deal with grievances as quickly as possible, at the appropriate level.

8.0 Learning & Development Requirements

No learning & development requirements have been identified in relation to this policy.

9.0 Related Policies & Procedures

This policy should be read in conjunction with:

- HR15 Whistleblowing Policy
- HR15a Whistleblowing Procedure
- HR05 Performance Management Policy
- HR18 Disciplinary Policy
- HR18a Disciplinary Procedure
- HR19a Grievance Procedure

Specifically, where a staff member raises a grievance that overlaps with disciplinary action (which may or may not be related) the grievance will be dealt with either by suspending the disciplinary proceedings temporarily or running both processes concurrently.

10.0 Equality Impact Assessment (EIA)

No potential equalities issues have been identified in relation to the development of this policy, and consequently, an EIA has not been completed.

11.0 Data Protection Impact Assessment (DPIA)

No potential data protection issues have been identified in relation to the development of this policy, and consequently an DPIA has not been completed.

12.0 Monitoring and Review

12.1 Monitoring

Ark's Executive and Leadership Team will monitor implementation of this policy on an ongoing basis. The People & Organisational Development team will provide advice to all staff and Managers when appropriate.

12.2 Review

This policy will be reviewed within 5 years from the date of approval by our Board of Management, in accordance with Ark's policy review framework.