

### Policy Document

Title	Grievance Procedure
Agreed by	Board of Trustees
Date	12 March 2019
Signature	<i>CLAIRE MCNAMARA</i>
Name	CLAIRE MCNAMARA
Next review process to be completed by	31 March 2020

This document will remain valid during the review process

## **Introduction**

Kyra values its staff and volunteers (hereafter 'colleagues') highly. We understand that sometimes problems may occur in the course of our activities and at such times Kyra seek to resolve them as quickly as possible.

## **Principles**

There are four key points for a fair grievance procedure:

1. Kyra will ensure colleagues deal with issues promptly and consistently, and carry out any necessary investigations.
2. Colleagues should have an opportunity to put their case.
3. Colleagues should have an opportunity to appeal against a decision.
4. Colleagues have the right to be accompanied at any formal meeting if they wish

## **Procedures**

### **Stage 1 - Informal Procedure**

If a colleague has a grievance they are encouraged to first discuss the circumstances with the person involved or with the Project Manager. If the matter is not resolved the colleague can progress to stage 2.

### **Mediation**

Sometimes it is not possible to resolve concerns directly with those involved and a different perspective may be helpful. In these circumstances mediation may be considered, either informally or to inform Stage 2.

### **Stage 2 - Formal Procedure**

If the matter has not been resolved through informal discussions or mediation the colleague should set out their concerns, in writing, to the Chair of Trustees. The account should include appropriate detail such as specific circumstances, dates, times and witnesses,

The Trustees will then convene a meeting with the colleagues to discuss the issues.

Kyra will ensure that there is no unreasonable delay in getting this process underway. All matters will be handled with confidentiality, sensitivity and care.

### **The grievance meeting**

1. The meeting should ideally be arranged within five working days of receiving the written grievance. The line manager will also state that the employee is entitled to be accompanied by a trade union representative or work colleague at the meeting.
2. This companion can speak at the meeting on behalf of the employee, but they cannot answer questions put directly to the employee.
3. Kyra will action any reasonable adjustments as required for disabled employees.
4. Where possible, a note-taker, who must be uninvolved in the case will take down a record of the proceedings.

5. The Chair of Trustees will introduce the meeting, read out the grounds of the grievance, ask the employee if they are correct and require the colleague to provide clarification regarding details of the grievance if unclear.
6. The colleague will be given the opportunity to put forward her case and say how they would like to see it resolved.
7. The meeting may be adjourned by the Chair if it is considered necessary to undertake further investigation.
8. The meeting will be reconvened as soon as possible.
9. Ideally the person who is investigating the issue will not be the person making the final decision, particularly in serious grievance cases such as allegations about bullying and harassment.
10. It is generally good practice to adjourn the meeting before a decision is taken. This allows time for reflection and proper consideration. It also allows for any further checking of any matters raised.
11. Having considered the grievance, the line Chair will give her decision regarding the case in writing to the colleague, normally within five working days.
12. If appropriate, the decision will set out what action Kyra intends to take to resolve the grievance or if the grievance is not upheld, will explain the reasons. This will also include notifying the colleague of her right of appeal and the procedure to be followed