



Young Bristol
Works for young people

YOUNG BRISTOL

GRIEVANCE PROCEDURE

Our thanks to Burges Salmon for their help and guidance in producing these Policies



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GRIEVANCE PROCEDURE

1 ABOUT THIS PROCEDURE

- 1.1 A grievance is any concern, problem or complaint that you have in relation to your employment.
- 1.2 We encourage all employees to seek to resolve any grievance informally with their line manager in the first instance. The purpose of the Grievance Procedure ("the Procedure") is to set out the formal grievance process in the event that an employee's grievance cannot be resolved informally.
- 1.3 The Procedure does not form part of your Contract of Employment and we reserve the right to amend this Procedure from time to time.

2 PRINCIPLES

- 2.1 If your grievance cannot be resolved informally, you should raise a formal grievance in writing, following the steps outlined in this Procedure.
- 2.2 Where the formal Procedure is invoked, we will endeavour, depending on the nature and complexity of the grievance raised, to deal with your grievance without unreasonable delay.
- 2.3 You will have the right to be accompanied to any grievance or grievance appeal meeting by a fellow worker or trade union official. If you wish to exercise your right to be accompanied, you should inform the manager holding the grievance meeting as soon as possible of the name of your companion. Although your companion will be able to address the meeting and to confer with you during the meeting, s/he will not be permitted to answer any questions on your behalf.
- 2.4 You (and any companion) must make every effort to attend the grievance and/or appeal meeting. If you (or your companion) are unable to attend the meeting, you should inform the manager dealing with your grievance as soon as possible. In the event that you fail to attend a grievance or appeal meeting, we reserve the right to make a decision in your absence.

3 RAISING A FORMAL GRIEVANCE

- 3.1 If you wish to raise a formal grievance it must be in writing and it must set out the reason(s) for your grievance. Your written grievance should be given to your line manager. If your grievance relates to your line manager, you should raise your grievance with another manager or a more senior member of the Charity (including, if appropriate, the Chair or

another member of the Board of Trustees or other nominated representative of Young Bristol).

- 3.2 You will be asked to attend a grievance meeting.
- 3.3 The purpose of the grievance meeting is to give you an opportunity to explain your grievance and how you think it could be resolved, and to give the manager hearing your grievance an opportunity to ask you questions about it. After the meeting, the manager conducting the meeting will consider whether or not any (further) investigation is required.
- 3.4 The manager dealing with your grievance will inform you in writing of his or her decision as soon as reasonably practicable after the grievance meeting. However, providing an outcome may take longer than usual if the issues raised by you require further investigation and/or a further meeting with you. If so, you will be notified accordingly along with an estimated timescale for a response.

4 APPEALS

- 4.1 If your grievance is not resolved to your satisfaction, you can appeal that decision to the individual identified in the grievance outcome letter, who – wherever possible – will be a different person to the one who dealt with your initial grievance, and may be a more senior manager, trustee or other nominated representative of Young Bristol. You must appeal within 5 working days of receiving the grievance decision. Your appeal must be in writing and it must set out the reasons for your appeal.
- 4.2 You will be asked to attend an appeal meeting.
- 4.3 At the appeal meeting, you will be given the opportunity to explain the grounds for your appeal and this will be discussed with you. The person dealing with your appeal will usually inform you of his or her decision as soon as reasonably practicable after the appeal meeting. However, providing an outcome may take longer than usual if the issues raised by you require further investigation and/or a further meeting with you. If so, you will be notified accordingly along with an estimated timescale for a response.
- 4.4 The decision of the manager conducting your appeal will be final.

Last reviewed in August 2021.

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