



**linthouse**  
HOUSING ASSOCIATION

### Grievance Policy

<b>Linthouse Housing Association</b>	
<b>Policy Implementation Checklist:</b>	
Policy Guardian:	Chief Executive Officer
Policy Author:	Corporate Services Manager
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## 1. Introduction

- 1.1 Grievances are concerns, problems or complaints you may have with regard to your employment with Linthouse Housing Association e.g. concerning the job, working environment or any of your colleagues.
- 1.2 While you are employed with us, we want to make sure you feel comfortable that any issues or disputes you raise will be looked at and resolved wherever possible. We encourage you to raise your concerns immediately at the lowest possible level and we will do our best to resolve the majority of these quickly, using our informal process. However, we know that sometimes a formal procedure is also needed when the informal process does not reach a satisfactory conclusion, or where it is not appropriate to use. This policy provides the details of both the informal and formal processes.
- 1.3 This policy applies to all staff within Linthouse Housing Association.

## 2. Policy Aims

- To provide a mechanism for addressing staff concerns in a fair and consistent manner.
- To make sure Linthouse Housing Association complies with its responsibilities within employment law and best practice.

## 3. General Data Protection Regulations

- 3.1 The organisation will treat your personal data in line with our obligations under the current data protection regulations and our own Privacy Policy. Information regarding how your data will be used and the basis for processing your data is provided in Linthouse Housing Association's Employee Fair Processing Notice.

## 4. Our Obligations to Employees

All Linthouse employees can expect the Association to:

- Listen to any concerns you raise either informally or formally and in line with the procedures set out below.
- Investigate your concerns, as we deem appropriate.
- Provide you with the opportunity for a maximum of two appeals as part of the formal process.

## 5. Employee Obligations to LHA

As an LHA employee it is expected that all staff will:

- Raise any concerns you have promptly, while following the correct procedure.
- Use the informal process in the first instance (where appropriate) and only use the formal process where it is necessary.
- Let us know what your concerns are and how you would like to see them resolved.
- Complete Linthouse Housing Association's Grievance Form and pass this to the appropriate Manager.
- Co-operate and participate as required in any investigations we see fit.
- Start the process with the view of achieving an acceptable outcome for all concerned.

## 6. Informal Process

- 6.1 We encourage all staff to raise any concerns with their Line Manager. They will discuss the issues and any reasonable solutions with you. If you are unhappy with the outcome using this method, you will have the option of raising your concerns formally.

## 7. Formal Process

The following rules apply for the formal grievance process:

- 7.1 If you wish to raise a formal grievance, you must complete the Grievance Form Appendix 1 at the end of this Policy). If you do not complete the form and give it to the appropriate Manager, we will not treat your complaint as a grievance.
- 7.2 At all stages of the formal process you will have the right to be accompanied by a trade union representative or a workplace colleague. Your chosen companion is allowed to summarise your case, and confer with you. However, they do not have the right to answer questions on your behalf.
- 7.3 We will not make any changes connected to your complaint, until it is resolved, the procedure is exhausted, or you do not wish to pursue the matter further.
- 7.4 If your concerns relate to or involve a Manager, your complaint will be dealt with at the level above the Manager involved.

## **Stage 1**

You should first raise your grievance with your Line Manager, who will try to resolve the matter within 2 working days.

We will keep a written record of your grievance and any proposed solution in your personnel file.

If the matter is not resolved to your satisfaction, you can raise up to two appeals, including the JNC appeal.

## **Stage 2**

In the first instance, you should ask for a meeting with a more senior Manager.

They will hold a meeting within 3 working days of your request and carry out an investigation to give you a decision within 5 working days of the meeting.

A written record of your grievance and any proposed solution will be recorded in your personnel file.

## **Stage 3**

If you are still not satisfied, you should present the grievance in writing to the Chair of the Staffing Sub-committee or equivalent.

The Chair will then arrange a meeting of the representatives of the Committee within 10 working days. The Chair should tell you the date and time of the hearing.

After hearing the grievance, the Staffing Sub-committee or equivalent will give their decision in writing to you within 3 working days of date of meeting.

## **Stage 4**

Appeals from the decision of the representatives of the Committee will be to the JNC Appeal Chair.

You should appeal in writing within 7 days of receiving notice of the decision, stating the reasons for your appeal.

The hearing will be arranged within 20 working days, where possible. After hearing the grievance, the JNC Appeal Chair will give their decision in writing to both you and your trade union within 5 working days of the date of the hearing.

This is the final stage of the internal appeal process.

## **JNC appeal**

The JNC Appeal Chair is the final stage of the internal disciplinary and grievance procedure available. The Secretary to the JNC Appeal will send you a copy of the guidance notes if you make a valid request for an appeal. The Chair's decision is followed by a written report.

Please note that if your original grievance is heard by the Committee, there will only be one appeal to the JNC making the process two stages only.

## 8. Timescales

8.1 We may amend the timescales at any stage of the procedure if you and we agree. For JNC hearings, each side may apply for an extension to the JNC Chair.

## 9. Outcome

9.1 After we have heard your concerns at the grievance hearing, an appropriate investigation will take place based on the information you have provided. We will write to you with our findings once we complete our investigation.

9.2 The outcome of your complaint will be one of the following:

- Your concerns have been upheld.
- Some of your concerns have been upheld, and others have not.
- Your concerns have not been upheld.

9.3 Where it is possible, we will give you the reason/s why any decisions have been made. This does not mean you will automatically have access to the investigation nor witness statements that we have taken.

Linthouse Housing Association takes confidentiality of all its staff very seriously and must ensure that it complies with Data Protection requirements. As a result, only information concerning yourself that does not breach the confidentiality of others may be made available to you. If we take action against one of your colleagues because of your complaint, we will not inform you of this under any circumstances.

## 10. Grievances raised after your employment has ended

- 10.1 If you raise a grievance after leaving LHA's employment, we will consider it and respond to you in writing (without holding a meeting). This only applies to any grievance raised within 6 months of your leaving date.

## 11. Collective grievances

- 11.1 A collective grievance is a complaint against an issue, which affects all staff or a group of staff in the same way e.g. a change to a working practice, or working hours. If you wish to raise a collective grievance this should be at Stage 2 of the formal process.
- 11.2 If the issue is not resolved after going through the internal procedure, either you or we may refer the matter to ACAS conciliation.

## Appendix 1

### Grievance Form

If you wish to raise a formal grievance you must complete the following form and give it to your Line Manager (unless the complaint concerns your Line Manager, in which case you should give the completed form to the Manager at the next level).

#### Section 1 – About you

Name	
Job Title	
Department/Section	
Manager	

#### Section 2 – What is your complaint?

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#### Section 3 – Please provide brief details of the outcome you would like considered.

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Signed

Signature	
Date	



## Appendix 2

### Equality Impact Assessment

<b>Title of Policy:</b>	<b>Grievance Policy</b>
Strategic Outcome:	LHA manages its resources to ensure its financial well-being and economic effectiveness.
What is the purpose of the proposed Policy?	To make sure that all LHA employees are aware of the informal and formal processes to be undertaken should an individual employee, or group of employees collectively, wish to raise a grievance about any issues or disputes they may have whilst working with LHA. This policy ensures a fair and consistent approach to any grievances raised.
Protected Characteristic Groups affected by the Policy	<ul style="list-style-type: none"> <li>• Age;</li> <li>• Disability;</li> <li>• Gender Reassignment;</li> <li>• Marriage and Civil Partnership;</li> <li>• Pregnancy and Maternity;</li> <li>• Race;</li> <li>• Religion or Belief;</li> <li>• Sex;</li> <li>• Sexual Orientation</li> <li>• language and social origin; and</li> <li>• other personal attributes</li> </ul>
Who is the target audience of this policy or who is intended to benefit from the proposed policy and how? (i.e. employees, service users, management committee etc.)	The Policy applies to all employees LHA.
List any existing documents, evidence, research which have been used to inform the EIA (this must include relevant data used in this assessment)	The Policy has been adapted from EVH's model policy which in turn is a reflection of good HR practice.
Has any consultation involvement been undertaken with the Protected Characteristic Groups to inform this assessment? (please provide details of who and how consulted)	No – the policy has been subject to organisational consultation via the LEAF Group and Policy Working Group only.
What is the actual likely impact?	There is unlikely to be any detrimental impact on any of the protected characteristics in applying this policy.
How have you, or will you, put the Policy into practice, and who is or will be responsible for delivering it?	The Senior Leadership Team is responsible for ensuring the Policy is implemented across all of LHA's teams with the assistance of our HR Partner,

	Guardian People Solutions where necessary.
How does the Policy fit into our wider or related policy initiatives?	The Grievance Policy forms part of the suite of HR Policies.
Do you have a set budget for this work?	No – none required.