

Owner:	HR Department
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GRIEVANCE PROCEDURE

Introduction

It is the policy of Church Army to provide a good working atmosphere in which employees feel they are participating in meeting the objectives of the Society. From time to time differences may arise and Church Army is anxious that employees should receive fair and just consideration and treatment and should have the right to appeal against any decision about which they are not happy.

Where possible, an attempt should first be made to resolve the problem informally. Whilst official grievances in employment can only be formally raised following the Standard 3 Step procedure below, grievances can be informally raised by you verbally with your immediate Supervisor/Manager at any appropriate time and place but these are not part of the formal procedure. If you feel unable to approach your line manager directly, you should approach the HR Advisor, who will discuss ways of dealing with the matter with you.

Procedure

The Standard 3 Step Formal Grievance Procedure must be followed if you wish to raise an official grievance.

The following stages apply where you have a grievance with Church Army or other members of staff.

At each stage you have the right to be assisted by a work colleague or union representative of your choice.

Step 1

If the problem is not resolved informally you should first raise the matter in writing with your manager. If your grievance is against your line manager you may first raise the matter in writing with your manager's line manager or the HR Advisor. If the Chief Executive is your manager you may raise it with the chair of the Board. Your statement should outline the nature and basis of your grievance. Further attempts may be made to resolve the matter informally, depending on the nature of your complaint. However, if you are not satisfied with the outcome, you may insist on the matter proceeding to a full grievance hearing.

Step 2

The person to whom you have written will invite you to attend a meeting at a reasonable time and place. The hearing will be held as soon as is reasonably practicable and, subject to any need to carry out prior investigations. You have the right to be accompanied by another employee or anyone else of your

choice. You must take all reasonable steps to attend and if you cannot attend you must give reasons in writing. The person chairing the meeting should be accompanied with a HR representative.

At the meeting, you will be asked to explain the nature of your complaint and what action you feel should be taken to resolve the matter. Where appropriate, the meeting may be adjourned to allow further investigations to take place.

Following the meeting, you will be informed in writing of the outcome within 10 working days and told of any action that the organisation proposes to take as a result of your complaint. You may discuss this outcome informally with either your manager or HR.

If you are dissatisfied with the outcome, you may make a formal appeal.

Step 3

If you **wish to appeal** you have a right to raise the matter in writing with the Deputy Chief Executive if he was not involved in the first stage or with the Chair of the Board if he was. The Deputy Chief Executive will appoint an appropriate person to hear the appeal, who will arrange a further meeting with you and write to you after the meeting notifying you of the decision.

The decision of the appeal chair will be final.

It is important that grievances are resolved as speedily as possible and normally a response to each stage will take place within 5-10 working days.

There is also a Modified 2 Step Formal Procedure which operates when:

- the employment has ended; and,
- Church Army was unaware of the grievance, or was aware but the standard grievance procedure had not been commenced or completed before the last day of employment; and,
- Church Army and you agree in writing, after the Society became aware of the grievance, that the modified procedure should apply.

Step 1

You must send the grievance in writing to your manager or the HR Manager stating the nature and basis of your grievance.

Step 2

Your manager / the HR Manager will set out their response in writing and send a copy to you.