



"Offering our community more than a home"

Grievance Policy and Procedure

Management Committee submission:	28 May 2024
Previously Approved	23 February 2021
Approved:	28 May 2024
Review date:	May 2027

CHA Objectives:

- To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

Regulatory Standards:

- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay
- The governing body and senior officers have the skills and knowledge they need to be effective
- The RSL conducts its affairs with honesty and integrity.

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.



1.0 Introduction

Grievances are concerns, problems or complaints you may have with regard to your employment with Clydebank Housing Association, e.g. concerning the job, working environment or any of your colleagues.

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.

This policy applies to all staff within Clydebank Housing Association.

2.0 Policy Aims:

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

You can expect Clydebank Housing 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.

We expect that you 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 Clydebank 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.

3.0 Informal Process

We encourage all staff to raise any concerns with their line manager and complete an informal action template if appropriate (Appendix 1 at end of this policy). 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.

4.0 Formal Process

The following rules apply for the formal grievance process:

- If you wish to raise a formal grievance, you must complete the grievance form (Appendix 2 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.
- 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.
- 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.
- 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 personal 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 personal 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 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 board/committee, there will only be one appeal to the JNC making the process two stages only.

5.0 Timescales

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.

6.0 Outcome

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.

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.

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. Clydebank 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.

7.0 Grievances raised after your employment has ended

If you raise a grievance after your employment has ended, we will consider it and respond to you in writing (without holding a meeting).

8.0 Collective grievances

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.

If the issue is not resolved after going through the internal procedure, either you or we may refer the matter to ACAS conciliation.

9.0 General Data Protection Regulations:

The organisation will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in Clydebank Housing Association's employee privacy notice.

10.0 Equality and Human Rights

We will not discriminate on the grounds of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation. An Equality Impact Assessment has been carried out and none of these protected groups will be unduly affected by this Policy. The Policy applies to all.

The Association will provide equality of opportunity and fair treatment for all, ensuring that no individual or group is treated less favourably than anyone else. We work closely with community stakeholders, to provide assurance that we are achieving these aims.

The Association will meet, and where appropriate exceed our obligations under the Equality Act 2010, including the general equality duty in the Act, to ensure we do not discriminate against, harass or victimise a person because they have one or more of the nine protected characteristics described in the Act.

An Equality Impact Assessment has been carried out as part of the review of this policy, in order to assess where the aims of this policy may have a positive, negative or neutral impact upon any of the nine Protected Characteristics set out in the Equality Act 2010.

For Office Use Only – Required Actions

Customer Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	No
Leaflet change required.	No
Newsletter Promotion?	No
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed and attached	Yes

Appendix 1 – Informal Action Template

Employee Name: <i>Insert Name</i>	Date of Meeting: <i>Insert Date</i>
Background: <i>Insert the details of the unacceptable conduct/performance/attendance</i>	
Required Standards: <i>State what standards are required</i>	
Support: <i>State what support/training/supervision will be given by you/the organisation (if applicable)</i>	
Timescale for Improvement: <i>State the timescale in which you wish to see improvements by (if applicable)</i>	
Potential Consequences: <i>State what the potential consequences are, if there is no improvement</i>	
Review: <i>Insert date of review (if applicable)</i>	
Issued By: Manager Name:	
Signature:	

Appendix 2 Formal 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?

--

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

--

Signed

Signature	
Date	