



YOWSUN CARE STAFF GRIEVANCE PROCEDURE

Introduction

This is Yowsun Care Policy and procedure, on dealing with the grievances raised by staff members' either against the organisation or against other staff members or other individuals/group they come across while carrying out their duties, assigned by Yowsun Care

This policy is in line with the CQC OUTCOME 14, REGULATION 23 (Supporting Workers)

Purpose of this Document

Yowsun Care is aware that from time to time, staff may have an issue about their colleagues or management of the organisation. It is important that staff are aware that any grievance brought to Yowsun Care will be listened to and acted upon by the management. This document outlines the policy of Yowsun Care in relation to staff grievances.

Principles

A grievance is a complaint by a staff member made under specified procedures to draw management's attention to and to have action taken to investigate and, if necessary, redress the unreasonable actions of the organisation, a manager or another staff member.

The Employment Rights Act 1996 imposes an obligation on employers to specify in their written statements of terms and conditions of employment the person or position to whom employees can apply for the redress of any grievance relating to their employment and how such applications should be made.

Yowsun Care aims to ensure that its staff feel fully involved in the work of the organisation and form a cohesive team in the interest of providing high quality services. We therefore wish to identify and deal with any grievances which a member of staff has, relating to the work of colleagues or managers. We believe that this will foster communication between staff and managers, ensure that staff concerns are recognised and dealt with promptly, help managers to identify areas for improvement in the work of the organisation, and give early warning of potential sources of more serious conflict.

Procedures relating to grievances, however, must be clearly distinguished from any action taken under the organisation's disciplinary policy and procedures, and an appeal against disciplinary decisions will not be treated as a grievance.

Informal Resolution of Grievances

If a member of staff feels that there is an issue relating to the behaviour of a manager or another member of staff about which they feel unhappy or uncomfortable they should mention the matter to their immediate supervisor or line manager as soon as possible. If the issue relates to the supervisor or manager to whom the staff member would normally have reported or the relevant supervisor or line manager is not available, the staff member may approach any other manager.

The person presented with the issue should take steps to investigate and deal with it as quickly as possible in order to resolve the matter before it becomes more serious. They should report back to the employee as quickly as possible on the action they have taken or the reasons for not taking action.

If the staff member is not satisfied that their grievance is being acted on sufficiently seriously or with the manager's decision in relation to the grievance, they have the right to request that their grievance should be dealt with by a more senior manager. In these circumstances the original supervisor or manager should arrange for the staff member to explain their grievance at a higher level. The senior manager should then review whatever investigation and action has been taken already in relation to the grievance, conduct any further investigation they consider necessary, and report back to both the employee and the original supervisor or manager as quickly as possible on the action they have taken or the reasons for not taking action.

Grievance Hearings

If the staff member is still not satisfied after their grievance has been considered informally by two tiers of management, the matter should be referred to a very senior manager or a manager specifically designated to deal with personnel issues. This manager should then arrange as quickly as possible for a formal grievance hearing at which all of the relevant facts relating to the issue can be heard and considered. The person conducting the hearing should be a manager who has not been involved in the earlier investigations.

At the hearing the staff member should be given the opportunity to present their grievance and their reasons for continuing dissatisfaction. They may produce evidence and witnesses. Any staff or managers who are the subject of the grievance should then be given the opportunity to state their point of view, producing evidence and witnesses as appropriate. Witnesses may be cross-examined on what they say and questioned by the manager conducting the hearing. After the matter has been thoroughly explained the manager conducting the hearing should consider and announce a decision.

Appeals

Any appeals relating to the grievance procedure will be held and conducted by the relevant guidance issued by ACAS. ACAS produce guidance which is updated regularly and is appropriate for employees and employers. Any appeal hearing will be conducted using their guidance.

Remedies

If at any informal or formal stage of the handling of a grievance, the staff member's complaints are found to have substance, the relevant manager should consider what action should be taken to deal with the offending issue. This may take the form of a change of procedure, an apology from another staff member, or in extreme cases the initiation of disciplinary action against the staff member who caused offence. If no action is to be taken the reasons should be explained as fully as possible to the person who initiated the grievance.

Representation

The Employment Relations Act 1999 gives all employees the right to be accompanied by a fellow employee or trade union representative during any stage of a grievance process. The organisation undertakes to ensure that any employee assisting another employee under these circumstances will not be dismissed or victimised.

Anonymity

If the subject of the grievance is discrimination or harassment and the staff member making the complaints wishes to remain discreet, managers should make every effort to conduct their investigations in such a way as to protect the complainant.

Training

All staff members will be given a copy of this policy and encouraged to read it during induction.

This policy will be reviewed by the registered manager.

Title	Yowsun Care Staff Grievance Procedure
Issue Date	May 2023
Review Date	July 2024