

Merton Mencap

Grievance Procedure

September 2014



Merton Mencap

GRIEVANCE PROCEDURE

This procedure has been adopted by Merton Mencap through its Executive Committee which remains responsible for its review.

Original signed version is kept at the Merton Mencap office.

Signed: _____ Date: _____

Name: _____

Chair of Executive Committee

Signed: _____ Date: _____

Name: _____

Chief Executive

Record of adoption and review of this procedure:-

Adopted:	1 May 2006
Reviewed:	28 February 2012
Reviewed:	9 September 2014

Merton Mencap

GRIEVANCE PROCEDURE

THIS PROCEDURE IS NOT CONTRACTUALLY BINDING

1. Purpose and scope

This procedure should be used by staff (employees, bank workers and volunteers) to settle all disputes and grievances. Merton Mencap aims to settle any grievance fairly, simply and quickly.

2. Informal and formal procedure

Disputes and grievances may be resolved informally or formally.

The informal approach should be tried first, which involves the member of staff discussing the matter courteously and informally with the person concerned, to seek a resolution and to agree on steps to avoid a reoccurrence.

If a resolution cannot be achieved through the informal approach, the formal procedure may be used.

The formal procedure requires the member of staff to set out the nature of the dispute or grievance in writing, and send it or a copy of it to the Chief Executive. If the grievance relates to the Chief Executive, the matter should be referred to the Chair of Trustees. The contact details of the Chief Executive and the Chair of Trustees are available from the Merton Mencap office.

The Chief Executive (or Chair of Trustees) will invite the member of staff to a meeting with a person nominated by them to discuss the grievance, usually within five working days of its receipt. The time frame may be extended if the Chief Executive (or Chair of Trustees) feels it necessary to investigate the matter, gather evidence or interview witnesses. Under normal circumstances, the member of staff is expected to continue to work normally during this period.

Staff may be accompanied at the meeting by a colleague or trade union official. If the chosen colleague or trade union official is not able to attend on the proposed meeting day, the meeting may be delayed for up to five working days in order for this to be arranged.

During the meeting, the member of staff will have the opportunity to explain their grievance or dispute. The accompanying colleague or trade union official may address the meeting but is not permitted to answer questions put directly to the member of staff. The meeting may be adjourned in order for more information to be gathered or for either party to seek further advice.

After the meeting, the Chief Executive (or Chair of Trustees) will inform the member of staff of the decision in writing as to the response in relation to the grievance.

If the member of staff is dissatisfied with the outcome of the meeting, they should set out in writing their reasons to the Chair of Trustees. A second meeting will be arranged by the Chair of Trustees, involving members of the trustee board, which will not include any party who had been at the first grievance meeting. Staff may also be accompanied this meeting.

The final decision regarding the way the grievance will be decided will be communicated to the member of staff in writing.

Audit Guidance*

Check	Evidence
Are attempts made to resolve disputes and grievances informally before formal grievances are made?	Ask the CEO/ Chair of Trustees whether any formal grievances have been managed and what attempts were made by them to resolve matters informally first. Were attempts to avoid a formal grievance successful? If not, why? Did the CEO/Chair take all reasonable steps to avoid a formal grievance? What would the CEO/Chair do differently next time?
In the event of any grievances, were good records maintained which have been stored securely?	Ask CEO/Chair to see written records relating to the grievance? Check that these are well maintained and stored securely in line with the Data Protection Act.
In the event of a grievance, was this procedure followed correctly?	Check the procedure was followed correctly in relation to any various meetings taken place, appropriate offers of support to the staff, written responses etc.

*note: details of Grievances are strictly confidential and only senior members of staff (i.e. CEO, Chair of Trustees, Trustees) are authorised to view such detail