

14 GRIEVANCE PROCEDURES

14.1 Introduction

It is St Anne's policy to ensure that employees with a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and fairly as possible. All grievances will be dealt with in a confidential manner.

14.2 Stage 1: Informal Discussions

Individuals with a grievance about their employment should discuss it informally with their immediate Supervisor / Manager. This helps concerns to be heard and responded to as soon as possible and the majority of concerns will usually be resolved at this stage.

14.3 Stage 2

- a) Where this has been unsuccessful or circumstances make this route inappropriate for the individual then matters should be raised formally through the grievance procedure.
- b) The grievance should be put in writing by the employee and given to their immediate Supervisor / Manager. If the complaint is against the person with whom the grievance would normally be raised, the employee can approach that person's manager, another manager in the organisation or the Human Resources Manager. On receiving the grievance the employee will be invited to a meeting as soon as possible (normally within 5 days) and will be informed that they have the right to be accompanied at this meeting. A time and place for a private meeting will be agreed with the employee.
- c) At the meeting the employee will be asked to explain his or her complaint and say how they think it should be settled.
- d) Having given careful consideration to the grievance the employer will respond in writing to the employee's grievance within a reasonable time (normally within five working days) and will inform the employee that they can appeal against the employer's decision if they are not happy with it.

14.4 Appeals

- a) An employee who wishes to appeal against a decision should notify the Human Resources Manager within five working days of the notice. The appeal notification should be in writing and should state the reason for the appeal.
 - a) Appeals will be heard by a senior Manager who was not directly involved in hearing the grievance originally. The responsible Manager/s concerned may give evidence at an Appeal hearing but shall not be part of an Appeal hearing panel.
 - b) Witnesses may be called to the Appeal hearing by either party. The employee may choose to be accompanied by another person to all meetings.
- d) Once lodged with the Human Resources Manager, an appeal must be held within three weeks. The appellant must be notified of the decision within seven days of the appeal meeting. The Appeal hearing Manager's/panel decision shall be final.