

# Healthwatch Cambridgeshire and Peterborough

## Grievance Procedure

### Purpose of the procedure

Healthwatch Cambridgeshire and Peterborough seeks to provide a supportive work environment. This is a straightforward procedure which employees with a concern, problem or complaint (called a grievance in employment law) relating to their employment will be able to use to resolve the issue as quickly as possible.

If you have a grievance about your employment wherever possible, you should discuss it informally with your line manager. The aim is to resolve the majority of concerns at this stage quickly and informally.

If this does not resolve the issue you should initiate the grievance procedure below as soon as is reasonably practicable.

### Definition

An employee grievance is a concern, problem or complaint that an employee has about their work, the workplace or someone they work with - this includes management. Something has made them feel dissatisfied, and they believe it is unfair and/or unjust on them.

### Grievance Procedure Stage 1: Putting it in writing

You should put your grievance in writing and submit it to your line manager. If your grievance concerns your line manager you should submit it to the next senior manager.

The written grievance should set out the nature of your complaint, including any relevant facts, dates, and names of individuals involved and any witnesses, so that we can investigate it. Depending on the nature and seriousness of the grievance an investigation may be carried out by someone independent of the organisation. Special provisions apply to investigations where the grievance concerns alleged bullying and /or harassment and these details are outlined in the Anti-Harrasment and Bullying Procedure. You will be kept informed of the progress of the investigation and the (independent) investigator will submit a report to the manager handling the grievance or recommend an alternative resolution which would be discussed with you.

### Formal procedure Stage 2: Meeting

We will arrange a grievance meeting, where possible, within one week of receiving your written grievance. You should make every effort to attend. If there are any delays in convening the meeting you will be kept informed.

You may bring a companion to the grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion.

The companion may be either a trade union representative or a colleague, who will be allowed reasonable paid time off from duties to accompany you.

If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.

We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.

We will write to you, usually within one week of the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal.

### **Formal Procedure Stage 3: Appeals**

If the grievance has not been resolved to your satisfaction you may appeal in writing to the CEO, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.

Grounds for appeal include:

- The correct process not being followed
- Inaccuracies in the decision statement that have a material effect on the decision.

Other grounds may be considered relevant by the CEO, or Chair if they are the most senior manager.

We will hold an appeal meeting, wherever possible, within two weeks of receiving the appeal. This will be dealt with impartially by a manager who has not previously been involved in the case. You will have a right to bring a companion as at earlier stages of the procedure.

We will confirm our final decision in writing, usually within one week of the appeal hearing. There is no further right of appeal.

**Approved by Healthwatch Cambridgeshire and Peterborough Board of Directors**

Date: January 2021

**For Review**

Date: January 2023

**Responsible Officer**

Chief Executive Officer of Healthwatch Cambridgeshire and Peterborough