



## **GRIEVANCE PROCEDURE**

### **1. Why have a Grievance Procedure?**

- 1.1 This procedure should be used to settle all disputes and grievances, which you wish to raise concerning other employees, your work, the organisation or other matters relating to your employment.
- 1.2 Grievances are concerns, problems or complaints that employees raise with their employers. Employers use their grievance procedure to deal with employee grievances fairly, consistently and speedily.

### **2. Dealing with Grievances in the Workplace**

- 2.1 If your grievance concerns another employee, you should if possible first discuss and try to resolve it with that person. This allows for problems to be resolved quickly before a situation worsens.
- 2.2 If a grievance cannot be settled informally, you should raise it formally with your line manager through the grievance procedure. The onus is on you to make it clear that the procedure is being invoked. If the matter concerns your line manager you should report it to the Chief Executive Officer (CEO) or, in their absence, to the Chairperson of the Executive Committee. If the grievance concerns the Chief Executive Officer you should forward your grievance to the Chairperson of the Executive Committee. All grievances should be put in writing. Where necessary for reasons of disability or due to language barriers assistance will be offered to formulate a written grievance. Unless there is a good reason for not doing so, a grievance matter should be raised within a reasonable time-span of the incident to which it refers.
- 2.3 **The Meeting**
  - 2.3.1 Following your formal grievance, you will be invited to attend a meeting by your line manager as soon as possible. You will be informed of your right to be accompanied by a work colleague or trade union official and a time and place for the meeting will be agreed. If you or your companion are unable to attend the meeting on the proposed date you will be given the opportunity to suggest another date so long as it is

reasonable and not more than 3 working days after the date originally proposed. This 3-day limit may be extended by mutual agreement.

- 2.3.2 On the day of the meeting a private meeting room will be made available and you should be assured that your grievance will be dealt with confidentially. You will be given the opportunity to explain your complaint and say how you think it should be settled. If at any point during the meeting the line manager feels further advice or investigation is necessary the meeting will be adjourned to obtain the necessary information or advice. Every effort will be made to resolve the problem.
- 2.3.3 If the matter remains unresolved or if the issue is particularly difficult the person dealing with it should refer the matter to the Chief Executive Officer (CEO) or if the line manager is the CEO to the Chairperson. If the unresolved matter concerns the Chief Executive Officer, the Chairperson will deal with the issue and will inform the Executive Committee.

## **2.4 The decision**

- 2.4.1 In all instances, careful consideration will be given to your grievance. A decision will be made and you will be informed in writing, you will also be informed in the same correspondence that you can appeal against the decision made if you are not satisfied with it. The written decision will be sent to you within a reasonable time from the actual meeting (usually within 3 working days.) Where it is not possible to respond within three working days you will be given an explanation for the delay and told when a response can be expected.

## **2.5 The Appeal**

- 2.5.1 If you wish to appeal against the decision following a grievance meeting or if a matter has not been dealt with within a reasonable time span you should write to the Chief Executive Officer specifying the issues you want to appeal or contest. A date shall be agreed by which time the CEO will respond (where possible within 5 working days).
- 2.5.2 Failing settlement of the matter, a report of the proceedings will be submitted to the Chairperson of Interlink and where applicable the full-time official of the Union.
- 2.5.3 Within 10 working days a meeting will be arranged between you, representatives of INTERLINK's Executive Committee, the CEO and upon your request, INTERLINK's Union representative, the Trade Union's full-time official, or a work colleague.
- 2.5.4 The decision of the Executive Committee will be given to you as soon as is reasonably practicable after the meeting. Their decision is final and there is no further right to appeal.

### **3. KEEPING RECORDS**

3.1 It is important and in the interests of both INTERLINK and the employee to keep written records during the grievance process.

Records will include:

- The nature of the grievance raised
- A copy of the written grievance
- The employers response
- Action taken
- Whether there was an appeal and if so the outcome
- Subsequent developments

3.2 Records will be kept confidential and kept in accordance with the Data Protection Act 1998. Copies of meeting records including any formal minutes taken will be given to the employee. In certain circumstances (for example to protect a witness) INTERLINK might withhold some information.