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GRIEVANCE AND APPEAL POLICY & PROCEDURE

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February 2023	Chair of Trustees	Policy Review Group	21 March 2023

GRIEVANCE AND APPEAL POLICY & PROCEDURE

Grievance Procedure - Purpose and Scope

It is Triple C (Liverpool), hereafter referred to as Triple C, 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.

Throughout every stage of the grievance policy, the person handling the grievance is responsible for keeping an accurate written record of the grievance and action taken.

Informal discussions

If an employee has a grievance about their employment, they should discuss it informally with their supervisor. Triple C hope that the majority of concerns will be resolved at this stage.

Procedure

Stage 1

If an employee feels that the matter has not been resolved through informal discussions, they should put their grievance in writing to their supervisor. The supervisor must give a response within five working days in an endeavour to resolve the matter.

Stage 2

If the matter is not resolved to the employee's satisfaction, they may raise the matter, in writing, with the next level of management above their supervisor[1], this manager must give a response in writing within 14 working days. They may also wish to interview the employee to gain all the facts surrounding your grievance. The employee may be accompanied at this meeting by another employee of Triple C or by a trade union official.

Stage 3

If the matter is not resolved to an employee's satisfaction, they may appeal against the decision.

Appeals

An employee who wishes to appeal against any grievance decision must do so to the Vice Chair2 in the organisation within five working days. Triple C will hear the appeal and decide the case as impartially as possible. There will be no further appeal after this decision has been made.

[1] This would usually be the person named as Line Manager in an Employee's contract. If this is not an appropriate person, next in line would be the Chair of Triple C, followed by the Vice Chair of Triple C.

[2] Should the Vice Chair have been involved at Stage 2, this might be the Chair of Triple C or a Trustee nominated by the Vice Chair.