



FAN – Friends and Neighbours

The FAN Charity – Policies

Grievance Policy and Procedure

Policy

The FAN Charity hopes that any issues can be dealt with on an informal basis and with the people concerned. If an employee has a problem with any other member of staff, and is unable to sort it out informally, the matter should be referred to his/her line-manager. You may be able to agree an informal solution between you, but where this is not possible, a formal approach may be appropriate. Every effort will be made to resolve any issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably.

If the problem is serious or remains unresolved or the employee wishes to raise the matter formally, the employee can use the formal grievance procedure. In the case of a grievance being taken out as a counter-grievance, or in response to the start of disciplinary action, it may be appropriate to deal with both issues at the same time. If appropriate, the disciplinary procedure may be temporarily suspended in order to deal with the grievance.

Procedure

i. Raise the grievance in writing

The employee should raise a grievance with their line manager without unreasonable delay, normally within one month of the incident (or final incident) which gives rise to the complaint.

If the grievance is against the line manager, the matter should be raised with the Chair of Trustees. Whoever deals with the grievance at the meeting, will normally be excluded from hearing any appeal. The employee must detail in writing the specific circumstance or circumstances which constitute the grievance, with dates, times, witnesses, etc. as applicable. Employees should stick to the facts and avoid insulting or abusive language.

ii. Invitation to a Grievance Meeting

The line manager will invite the employee to attend a meeting, without unavoidable delay to discuss the matter. The line manager will also state that

the employee is entitled to be accompanied by a trade union representative or work colleague at the meeting.

iii. **Grievance Meeting**

Where possible, a note-taker, who must be uninvolved in the case will take down a record of the proceedings. The line manager (or Chair of Trustees) will introduce the meeting, read out the grounds of the employee's grievance, ask the employee if they are correct and require the employee to provide clarification regarding details of the grievance if unclear. The employee will be given the opportunity to put forward her/his case and say how they would like to see it resolved. The employee may call witnesses and refer to any documents previously provided to the line manager. The line manager (or Chair of Trustees) may question the employee and any of the employee's witnesses. The employee/companion will be given the opportunity to sum up but may not introduce any new material.

The meeting may be adjourned by the line manager (or Chair of Trustees) if it is considered necessary to undertake further investigation. Any necessary investigations will be carried out to establish the facts of the case. The meeting will be reconvened as soon as possible.

Having considered the grievance, the line manager (or Chair of Trustees) will give her/his decision regarding the case in writing to the employee which will normally be within five working days. If appropriate, the decision will set out what action the employer intends to take to resolve the grievance or if the grievance is not upheld, will explain the reasons. This will also include notifying the employee of her/his right of appeal and the procedure to be followed.

iv. **Appeal**

If still unresolved the employee may refer the matter, in writing, to the Chair of the Board of Trustees, or if the Chair has already been involved in an earlier stage of the procedure, to the Vice-Chair of the Board of Trustees. The employee wishing to appeal against a grievance decision, must do so in writing within five working days of receiving written notification of the grievance decision, stating the reasons for the appeal. Any documents submitted in support of the appeal must be attached.

Arrangements for the appeal meeting will be made by the Chair (or the Vice-Chair if appropriate) who will ensure that a note-taker is present if possible. The appeal meeting should be held without unavoidable delay. Where possible, at least two members of the Board will constitute an Appeal Panel. The trustee or trustees hearing the appeal should, if at all possible, have had no direct involvement in the case. The employee is entitled to be accompanied by a trade union representative or work colleague at the appeal. The meeting may be adjourned by the Appeal Panel or person hearing the appeal, if it is considered necessary to undertake further investigation. The meeting will be reconvened as soon as possible.

The decision of the Appeal Panel or the person hearing the appeal shall be final.

[Prepared in reference to the Acas Code of Practice for Disciplinary and Grievance Procedures (<http://www.acas.org.uk/media/pdf/f/m/Acas-Code-of-Practice-1-on-disciplinary-and-grievance-procedures.pdf>)]

Reviewed by FAN Charity: Working Group: Policies: Staffing, 14.11.23

Adopted by Trustees: 16.1.24

Signed: 
Ian Thomson

Role: Chairman

Date: 16.1.24