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| <b>Policy No:</b><br>JSD/HR/30        | <b>Authorised by:</b><br>Davina Powell | <b>Review Date:</b><br>28th October 2023         |
| <b>Policy Date:</b><br>4th April 2021 |  | <b>Date of Next Review:</b><br>27th October 2024 |
| <b>GRIEVENCE</b>                      |  |  |

#### **GRIEVANCE PROCEDURE:**

Where an employee has a grievance arising from their employment, then this must be raised with his / her immediate superior within a reasonable time frame. Any grievance that cannot be cleared up informally with a simple conversation with the supervisor, the employee must then be advised that the grievance must be addressed to the Home in writing for it to be dealt with formally.

All action by the Home must be carried out in line with the grievance procedure laid down by the recent ACAS codes of practice. This includes the grievance being investigated promptly and consistently within a reasonable time frame. The employee shall be notified in writing, inviting them (accompanied with a colleague or Trade Union Representative) to meeting to discuss and attempt to resolve the issue.

Depending on the outcome of the grievance, the employee is entitled to appeal the decision, prompting the Home to reopen the investigation, followed by another formal meeting.

Employees are not permitted to withdraw their labour in pursuit of grievances.