

GRIEVANCE POLICY AND PROCEDURE



All reference to personnel includes both paid employees and volunteers.

The primary objective of Anglia Care Trust's Grievance Procedure is to ensure that all grievances are dealt with quickly, fairly and consistently and to encourage positive staff relations.

To ensure this is adhered to the Director of Business Support is responsible for providing full instruction and guidance to those involved in both informal and formal grievance procedures.

Informal Grievances

If a member of personnel has a grievance relating to any aspect of his or her employment Anglia Care Trust encourages personnel to try to settle the grievance informally by raising it with his or her line manager. If personnel do not wish to raise the matter informally or if a grievance raised informally has not been resolved, they may wish to take the matter further by raising a formal grievance.

Formal Grievances and Appeals

The member of personnel must set out the grievance and the basis for it in writing and submit it to the Director of Business Support or the Director of Operations, who will invite them to a meeting to discuss the grievance. The member of personnel must take all reasonable steps to attend this meeting. They also have the right to be accompanied by a fellow employee or trade union official of whose identity they must advise the Directors 48 hours before the meeting. Anglia Care Trust may refuse permission for the companion to attend the meeting if they consider there may be a conflict of interest. If this is the case, personnel will be told in advance and given the opportunity to name a substitute.

The decision as to who will hear the grievance will be made by the Director of Operations or the Director of Business Support as appropriate. Any grievance hearing will be carried out by a member of personnel more senior to the member raising the grievance and wherever possible, by an independent manager with no line management responsibility for the member raising the grievance.

In the case of either the Director of Operations or the Director of Business Support bringing a grievance or being the subject of a grievance, any such hearing would be carried out by a Board member as decided by the Chair or Vice Chair as appropriate.

Anglia Care Trust will inform the member of personnel in writing of its decision in response to the grievance as soon as possible after the meeting. The member of personnel will have the right to appeal this decision.

All appeals must be made in writing no later than the end of the fifth working day after Anglia Care Trust's decision was notified in writing to the member of personnel. The first of these five working days is the day on which the written confirmation of Anglia Care Trust's decision was received.

Personnel should submit the written appeal to Director of Business Support or of Operations. This Director will then nominate another independent manager to attend to the appeal. If the appeal is against a decision by the Director of Operations or of Business Support or in an exceptional circumstance decided by them, it must be passed to the Chair who will nominate a member(s) of the Board or external third party to hear the appeal.

If the appeal is from either the Director of Business Support or the Director of Operations, they should submit the written appeal to the Chair of the Board of Directors. The Chair will then nominate to attend to the appeal one or more member(s) of the Board unaware of the detail of the grievance to ensure their impartiality.

Anglia Care Trust will arrange and hold an appeal meeting as quickly as possible. The member of personnel will be entitled to attend the appeal meeting and will be given an opportunity to state his or her case. They must take all reasonable steps to attend this meeting. They also have the right to be accompanied by a fellow employee or trade union official of whose identity they must advise the Directors 48 hours before the meeting. As previously explained, Anglia Care Trust reserve the right to inform the member of personnel that their companion has a conflict of interest in good time, so they can arrange an alternative.

Anglia Care Trust will inform the member of personnel in writing of its decision in response to their appeal as soon as possible after the meeting. The decision at this stage will be final.

All meetings provided for in this Procedure will be arranged as quickly as possible. The purpose of this Procedure is to resolve at the earliest opportunity any issues raised. While Anglia Care Trust will make every effort to settle issues within the time limits indicated, this may not be possible on occasions. In these circumstances an extension of time may be arranged.

Should a salaried member of personnel wish to raise a grievance after his or her employment has ended, he or she should submit the grievance in writing to the Director of Business Support.

Date of next review – October 2019