



RETAS LEEDS

Grievance Policy & Procedure – August 2022

1. PRINCIPLES

- 1.1 This procedure should be used to address all workplace grievances and disputes which you wish to raise concerning other employees, your work or other matters relating to your employment.
- 1.2 Throughout this document, the term “employee” also covers volunteers and students on placement.
- 1.3 If a grievance proceeds to the formal stage, details will be recorded on the Grievance Record Form. This will outline the record of the grievance with dates and responses added at each stage thereafter.
- 1.4 At all formal stages of this procedure, the complainant will be kept informed of the outcome in writing by the senior person involved.
- 1.5 Where a complaint relates to working conditions or inconsistent application of RETAS policies and guidance, no changes will be made until the grievance is resolved or the procedure exhausted.
- 1.6 Employees may be accompanied and represented at every formal stage of this Procedure by a Trades Union representative, employee representative, or work colleague.
- 1.7 RETAS will endeavour to maintain a fair and unbiased approach to all grievances irrespective of who the grievance is against.

2.0 PURPOSE

- 2.1 The aim of this Grievance Procedure is to ensure settle any staff grievances or complaints fairly. Every effort will be made to resolve the issue at the earliest stage and, at each stage, efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably.
- 2.2 If an employee, or volunteer, has a problem with any other member of staff, and is unable to sort it out informally, the matter should be referred to her/his Line Manager.
- 2.3 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.
- 2.4 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 suspended temporarily to deal with the grievance.

3.0 Informal Procedure

3.1 If your grievance concerns another employee, you are encouraged to consider discussing and resolving it with that person. This is advisory based on the nature of the grievance and if you feel able to do so.

3.2 You are encouraged to try to resolve grievances against line managers via the normal supervision process if appropriate. If your grievance concerns another employee, you are also encouraged to try to resolve it informally in the first instance and with the assistance of with line manager. The employee should explain their concern and how he/she would like the issue resolved.

3.3 The line manager should arrange to meet the employee as soon as reasonably possible to find out why they are dissatisfied and discuss a solution to the problem. The reason for discussion is to:

- Allow the employee the opportunity to explain their grievance informally
- seek a way of resolving the problem
- consider mediation to try to resolve the problem if both parties agree

3.4 If this is not possible, or if the matter cannot be resolved and you are still aggrieved, you should follow the formal procedure set out below

3.5 If your grievance concerns your line manager or if you are unable to approach your line manager or any other manager concerned, for a particular reason which you can specify, or if your line manager is unavailable, you should raise the grievance with the CEO. If the grievance involves the CEO, then approach the Chair of trustees

4.0 Formal Procedure

4.1 The employee should write to their line manager or relevant authority (CEO or Chair of Trustees) stating that the reason why they wish to register a grievance under this Procedure and stating the basis for your grievance. The employee must include full details of their grievance, including details of any informal steps already taken and how they would like the problem resolved.

4.2 You will then be invited to meet with the relevant manager to discuss your grievance at a mutually agreed time not exceeding ten working days from receipt of your written grievance and **normally** within a month of the incident.

4.3 Following the meeting, you will be asked to countersign the grievance record to ensure that a written record of the meeting is kept, and this document will be copied to you.

4.4 You will be given a response to your grievance in writing within 10 working



days of the meeting. If it is not possible to give a complete reply at this stage, you will be given an initial written response, and be given a further written response as soon as reasonably practical.

5.0 The Grievance Meeting Protocol

- 5.1 The Line Manager or relevant 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 work colleague at the meeting.
- 5.2 Where possible, a note taker, who must not be involved in the case should take down a record of the proceedings.
- 5.3 The Line Manager (or CEO or Chair of the Board of Trustees, as appropriate) 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.
- 5.4 The employee will be given the opportunity to put forward her/his case and say how they would like to see it resolved.
- 5.5 The employee may call witnesses and refer to any documents previously provided to the Line Manager (or CEO or Chair)
- 5.6 The Line Manager (or CEO or Chair) may question the employee and any of the employee's witnesses.
- 5.7 The employee/companion will be given the opportunity to sum up but may not introduce any new material.
- 5.8 The meeting may be adjourned by the Line Manager (or CEO or Chair) if it is considered necessary to undertake further investigation. Any necessary investigations will be carried out out to establish the facts of the case. The meeting should be reconvened as soon as possible.
- 5.9 Having considered the grievance, the Line Manager (or CEO or Chair) will give her/his decision regarding the case in writing to the employee within 5 working days. If appropriate, the decision will set out what action RETAS intends to take to resolve the grievance or, if the grievance is not upheld,
- 5.10 will explain the reasons. This will also include notifying the employee of her/his right of appeal and the procedure to be followed.



6.0 Appeal

Following the informal and formal processes, if the grievance is 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 5 working days of receiving written notification of the grievance decision, stating the reasons for the appeal.

Whoever is responsible for overseeing the appeal must convene an appeal meeting within 10 working days which the person seeking the appeal may attend and could be accompanied or represented by a colleague, trade union representative or advocate. Any documents supporting the appeal must be attached.

Unless otherwise, arrangements for the appeal meeting will be made by the CEO, Chair or vice chair based on the prevailing circumstances in accordance with the procedure.

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 should be reconvened as soon as possible.

Following the appeal meeting, the outcome/decision of will be communicated in writing within ten working days of the meeting. If this is not possible then you will be informed and advised when you will receive an outcome

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

REVIEW

The effectiveness of this policy and associated arrangements will be reviewed annually by the Board of Trustees under the direct supervision of the RETAS Chief of Executive.

Review Date: September 2025