



For better  
mental health

## Richmond Borough Mind

### Grievance Procedure

#### Introduction

Richmond Borough Mind (hereafter known as 'RB Mind') recognises that from time to time employees may wish to seek to resolve grievances relating to their employment with the organisation.

RB Mind's Grievance procedure is to encourage open and free communication between employees and their managers to ensure that questions and problems arising during the course of employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned.

To this end, the following procedure should be adopted where an employee has a grievance arising from their employment, except where the matter constitutes an appeal against a disciplinary decision which should be taken up in accordance with the separate disciplinary appeals procedure. Salaries are not covered by the Grievance procedure.

#### Purpose of the Grievance Procedure

The purpose of the Grievance procedure is to resolve differences and difficulties at work so that people may work together more effectively. It is not like a disciplinary procedure in reverse. Malicious use of the Grievance procedure may result in disciplinary action. This is not intended to deter legitimate grievances from being raised.

#### Procedure

The grievance procedure will be carried out in confidence, unless otherwise agreed with the parties involved, and will not prejudice the aggrieved employee's current employment or future career prospects. As some grievances may be of a sensitive or controversial nature a balance must be drawn between the need to preserve this confidentiality and the need for informed discussion on the issues which are raised.

It is anticipated that most grievances will be resolved through informal discussion and through the normal management channels without the need to invoke the formal grievance procedure. Every effort should be made by all parties to resolve any grievance through informal discussion.

### **1. Raising a Grievance Informally**

Any employee who has a grievance relating to their employment with RB Mind may raise the matter informally with their line manager. If the grievance is against their line manager the employee should approach that person's manager. This is not part of the grievance procedure. If the matter is not resolved then the formal grievance procedure should be used.

### **2. Raising a Grievance Formally**

Once a grievance has been formally raised a Responsible Officer will be appointed to ensure that the grievance is dealt with.

#### **Stage 1**

The employee should put their grievance in writing and the basis for it and send this to their line manager. If the grievance is against their line manager their statement should be sent to their manager's manager. RB Mind will make reasonable adjustments to assist employees with their written statement if they are unable to do so themselves because of a disability or if, for example, the employee's first language is not English.

#### **Stage 2**

RB Mind will invite the employee to a meeting to discuss their grievance. The employee at this meeting may, if they wish, be accompanied by another work colleague or representative. Should the employee's work colleague or representative be unable to make this meeting, RB Mind will arrange another meeting to take place within five days of the earlier date.

After careful consideration and within 10 working days, RB Mind will inform the employee in writing of the decision. If it is not possible to respond within this time limit, RB Mind will give the employee an explanation for the delay and when a response can be expected. The manager may need to make further investigations and enquiries and this can include adjourning the grievance meeting to seek further advice or make further investigation.

## Stage 3

### Appeal

If the employee is not satisfied with the decision they can appeal by writing to the manager who heard the original grievance. The employee will be invited to attend a further meeting. The appeal will be heard by the director (unless the director was involved at the earlier meeting). If this is the case, the appeal will be heard by the Chair of the Personnel sub-committee. The employee at this meeting may, if they wish, be accompanied by another work colleague or representative.

A written response to the grievance will be sent to the employee within 10 working days and, if applicable, to their representative.

The decision of the appeal will be final.

### **3. Record keeping**

It is important to keep written records during the grievance process. Records should include:

- The nature of the grievance raised
- A copy of the written grievance
- RB Mind's response
- Action taken, including reasons for action
- Whether there was an appeal and, if so, the outcome; and
- Subsequent developments

Records should be treated as confidential and kept in accordance with the Data Protection Act 1998, which gives individuals the right to request and have access to personal data. Copies of meeting records should be given to the employee including any formal minutes that have been taken. In certain circumstances (for example to protect a witness), RB Mind may need to withhold some information.