

# Grievance Procedure

**Date of Review :** January 2017

**Date of Next Review :** January 2019

**Chair of Trustees' Signature:** .....

# ACCURO

## Grievance Procedure

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Accuro takes seriously its responsibilities as an employer but recognises that on occasions employees may have a grievance. This procedure is designed to provide a means of settling any such grievances or disputes that may arise. The aim is to settle any grievance fairly, simply and quickly.

### **Dealing with Grievances Informally.**

If you have a grievance or complaint to do with work or the people you work with you should, whenever possible, start by talking it over with your line manager. You may be able to agree a solution informally between you.

### **Formal Grievances**

If the matter is serious and/or you wish to raise the matter formally you must set out in writing the grievance and the basis for it and pass this to your line manager. In so doing you should stick to the facts and avoid language that is insulting or abusive.

Where the grievance is against your line manager and you feel unable to approach him/her you should forward your written grievance to the CEO or Chair of Accuro.

### **Grievance Hearing**

Your line manager, or the person receiving your written grievance, will call you to a meeting, normally within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you request this.

After the meeting your line manager, or the other senior person dealing with your grievance, will give you a decision in writing normally within 24 hours.

### **Appeal**

If you are unhappy with the decision and you wish to appeal you should let the person who made the decision know. You will then be invited to an appeal meeting, normally within 5 working days, and where reasonably practicable your appeal will be heard by a more senior manager or the Chair of Accuro. You have the right to be accompanied by a colleague or trade union representative at this meeting if you request this.

After the meeting the senior manager or the Chair of Accuro dealing with your appeal, will give you a decision in writing normally within 24 hours. This decision is final.