

ACCURO (CARE SERVICES)

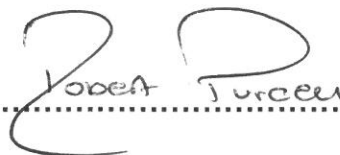
Grievance Procedure

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Date of Review : January 2019

Date of Next Review : January 2021

Chief Executive Officer's Signature:



Joseph Turcotte

ACCURO (CARE SERVICES)

Grievance Procedure

Accuro (Care Services) takes seriously its responsibilities as an employer but recognises that on occasions employees may have a grievance. A grievance is a concern, problem or complaint that an employee raises with their employer. 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 the grievance in writing 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. The grievance should be raised as soon as possible.

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

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. The line manager will also be accompanied by a colleague who will take notes to ensure a written record is kept of the meeting.

At this meeting you will be allowed to explain your grievance and how you think it should be resolved. Consideration will be given to adjourning the meeting if any investigation is necessary.

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After the meeting your line manager, or the other senior person dealing with your grievance, will give you a decision in writing normally within 5 days.

Appeal

If you are unhappy with the decision and you wish to appeal you should let the person who made the decision know. This should be done in writing within 21 days of the date of the original hearing and should set out the grounds for your appeal. 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 5 days. This decision is final.