



Very Important People Services

GRIEVANCE POLICY AND PROCEDURES

Title: Grievance Policy

Purpose: The aim of this policy is to offer information and guidance to staff on how to raise a grievance.

Policy: VIPS understands that from time-to-time staff may want to raise a concern with their manager. This might be about their workload, their working conditions or relationships with colleagues. VIPS is keen to help resolve the problem before it leads to major difficulties.

Scope: This policy contains information and guidance from:

- Acas Code of Practice 1: Disciplinary and grievance procedures (2015).
- Acas Guide: Discipline and grievances at work 2020.

Managers should check national guidance on a regular basis (e.g. ACAS) to make sure this policy is up-to-date and amend it in line with this.

VIPS expects staff to follow this policy and procedures. We will treat all grievances in confidence in the first instance.

Grievance definition: A grievance is a complaint over something the person believes to be wrong or unfair.

Examples of a grievance could be:

- Unfair treatment e.g. reducing double visits to single visits to save money (home care).
- Concerns about contract terms and conditions e.g. unfair zero hour's clauses.
- Harassment from managers or other staff about workloads.
- Health and safety concerns e.g. a hoist is too difficult to use.

- Too much work in the time available.

Grievance procedures

1. VIPS will deal with all grievances within 5 working days. The purpose of this policy is to set out the process to follow when an employee has a grievance related to his or her work.

Raising a Grievance

2. Any employee can raise a grievance against any other employee.
3. If the employee has a grievance, he or she should raise this with his or her line manager in the first instance. If the grievance is about the line manager, the employee should raise this with Jonathan Stock instead.
4. Wherever possible VIPS will deal with the grievance informally.
5. If the grievance is not resolved informally or the employee is not happy with the outcome, the employee can raise a formal grievance instead.
6. To do this the employee should put the grievance in writing and send this to his or her line manager or other manager if this is not appropriate.

Grievance Meetings

7. After receiving the grievance letter, the manager will arrange a meeting to discuss the grievance in more detail. The purpose of the meeting will be to gain a full understanding of the issues and to try to resolve these. The employee can bring a colleague or trade union representative to the grievance meeting.
8. If the employee is under the age of 18 or has a disability that affects their understanding, they can bring an appropriate carer with them.
9. At the grievance meeting, the employee should explain the grievance in more detail and answer any queries about this.
10. If possible, the manager will suggest a solution at the meeting. In some situations, the manager will have to go and investigate the matter further. In this case, they will adjourn the meeting and reconvene this when the manager has obtained more information.
11. Following the meeting, the manager will confirm any action it has decided to take in response to the grievance. If the employee is not satisfied with the proposed action, he or she can appeal.

12. The appeal must be in writing and should state the grounds on which the employee wishes to appeal. Employees must submit the appeal letter within five days of the receipt of the outcome letter.

13. VIPS will invite the employee to an appeal hearing. A more senior manager will chair this. The employee has the same right to bring a colleague to the appeal meeting.

14. The senior manager will confirm the outcome of the appeal meeting in writing. This decision is final.