
Grievance Policy

Link UP London:

IS COMMITTED to ensuring that all grievances are dealt with effectively and promptly. The purpose of this policy is to set out the process that should be followed when an employee has a grievance related to their work.

Raising a grievance

1. If the employee has a grievance, they should raise this with their line manager in the first instance. If this is not appropriate the employee should raise the grievance with another manager/director.
2. Wherever possible the grievance will be dealt with informally, and soon after it has been raised. If the grievance is not resolved informally, or the employee is not satisfied with the action that is taken, the employee can raise a formal grievance. To do this the employee should put the grievance in writing, and send the letter to their line manager, or other manager/director if it is not appropriate to send the grievance to the line manager.
3. After receiving the grievance letter the manager will arrange a meeting with the employee 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 the issues. The employee can be accompanied by a colleague at the grievance meeting.
4. At the grievance meeting the employee will be asked to explain the grievance in more detail and to answer any questions that the manager has about it. If possible, the manager will suggest a solution at the meeting. In some situations, the manager will need to investigate the matter further. In this case the meeting will be adjourned and reconvened when the manager has obtained the additional information.
5. Following the meeting the manager will confirm in writing the action that it has decided to take in response to the grievance. If the employee is not satisfied with the proposed action they can appeal. The appeal must be in writing, state the grounds on which the employee wishes to appeal, and must be submitted within 5 days of the receipt of the letter confirming the outcome of the grievance hearing.
6. The employee will be invited to an appeal hearing. This will be held by a different manager/director to the one who chaired the grievance meeting. The employee has the same right to be accompanied at the appeal meeting. The outcome of the appeal hearing will be confirmed in writing.

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