



POLICY

GRIEVANCE

Reviewed August 2023

Wellhouse - The Place To Be

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1. Vision and values

Wellhouse – the Place to Be.

This simple statement is our vision of Wellhouse as an attractive place where people feel happy and safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community.

We believe that our values of Trust, Honesty and Integrity, Excellence, Accountability and Sustainability supported by a comprehensive policy framework will help make our vision a reality.

2. Governance

Wellhouse HA is a community controlled registered social landlord and is managed by a group of local people who are elected onto the Management Committee. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

3. Policy Aims

- To provide a mechanism for addressing staff concerns in a fair and consistent manner.
- To make sure Wellhouse Housing Association complies with its responsibilities within employment law and best practice.

4. Equal Opportunities Statement

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

5. Introduction

Grievances are concerns, problems or complaints you may have with regard to your employment with Wellhouse Housing Association, e.g. concerning the job, working environment or any of your colleagues.

While you are employed with us, we want to make sure you feel comfortable that any issues or disputes you raise will be looked at and resolved wherever possible. We encourage you to raise your concerns immediately at the lowest possible level and we will do our best to resolve the majority of these quickly, using our informal process. However, we know that sometimes a formal procedure is also needed when the informal process does not reach a satisfactory conclusion, or where it is not appropriate to use. This policy provides the details of both the informal and formal processes.

6. The Policy

This policy applies to all staff within Wellhouse Housing Association.

You can expect Wellhouse Housing Association to:

- Listen to any concerns you raise either informally or formally and in line with the procedures set out below.
- Investigate your concerns, as we deem appropriate.
- Provide you with the opportunity for a maximum of two appeals as part of the formal process.

We expect that you will:

- Raise any concerns you have promptly, while following the correct procedure.
- Use the informal process in the first instance (where appropriate) and only use the formal process where it is necessary.
- Let us know what your concerns are and how you would like to see them resolved.
- Complete Wellhouse Housing Associations grievance form (appendix 1) and pass this to the appropriate manager.
- Co-operate and participate as required in any investigations we see fit.
- Start the process with the view of achieving an acceptable outcome for all concerned.

Informal Process

We encourage all staff to raise any concerns with their line manager. They will discuss the issues and any reasonable solutions with you. If you are unhappy with the outcome using this method, you will have the option of raising your concerns formally.

Formal Process

The following rules apply for the formal grievance process:

- If you wish to raise a formal grievance, you must complete the grievance form (appendix 1). If you do not complete the form and give it to the appropriate manager, we will not treat your complaint as a grievance.
- At all stages of the formal process you will have the right to be accompanied by a trade union representative or a workplace colleague. Your chosen companion is allowed to summarise your case, respond on behalf of you and confer with you. However they do not have the right to answer questions on your behalf.
- We will not make any changes connected to your complaint, until it is resolved, the procedure is exhausted, or you do not wish to pursue the matter further.
- If your concerns relate to or involve a manager, your complaint will be dealt with at the level above the manager involved.

We have two stages in our formal process (three stages for all full members only)

Stage 1

If you have not been able to resolve the matter informally, you should raise the matter, in writing, using the grievance form and give this to your line manager unless your complaint is about your line manager. In that case, your complaint will be dealt with at the level above the manager involved. We will write and invite you to a meeting within 7 calendar days where possible. At the meeting, we will hear your concerns and ask what your proposed solution is. We will write to you within 7 days with the outcome, and details of how to appeal the decision if you are unhappy with it.

Stage 2 – Appeal

Where you feel that your grievance has not been satisfactorily resolved during Stage 1, you can appeal the outcome by proceeding to Stage 2 of the process. You should submit your appeal in writing to outline the reason for your appeal without unreasonable delay. We will write to you and invite you to a meeting within 7 days where possible. The appeal will be heard by the next level above the manager that made the original decision or a manager who was not previously involved in the case. Your concerns will be heard at this meeting and you will be asked what your proposed solution is. The outcome of the appeal will be communicated to you in writing within 7 days from when the meeting was held. A decision made at this level will be final.

Stage 3

This is the final stage in our process. If you are still unhappy with the outcome at Stage 2, you may appeal for a second and final time to the JNC Appeal Chair. To appeal to the JNC you must make a request to the Secretary to the JNC Appeal c/o EVH and we will provide full details in your outcome letter. Once the Secretary has received your completed form, arrangements will be put in place to have your appeal heard without unreasonable delay. Once the JNC Chair has heard your appeal and provided their report, this marks the end of the internal process.

Please note that if your original grievance is heard by the board/committee, there will only be one appeal to the JNC making the process two stages only.

Outcome

After we have heard your concerns at the grievance hearing, an appropriate investigation will take place based on the information you have provided. We will write to you with our findings once we complete our investigation.

The outcome of your complaint will be one of the following:

- Your concerns have been upheld
- Some of your concerns have been upheld, and others have not.
- Your concerns have not been upheld.

Where it is possible, we will give you the reason/s why any decisions have been made. This does not mean you will automatically have access to the investigation nor witness statements that we have taken. Wellhouse Housing Association takes confidentiality of all its staff very seriously and must ensure that it complies with Data Protection requirements. As a result, only information concerning yourself that does not breach the confidentiality of others may be made available to you. If we take action against one of your colleagues because of your complaint, we will not inform you of this under any circumstances.

Collective grievances

A collective grievance is a complaint against an issue, which affects all staff or a group of staff in the same way, e.g. a change to a working practice, or working hours. If you wish to raise a collective grievance this should be at Stage 2 of the formal process.

If the issue is not resolved after going through the internal procedure, either you or we may refer the matter to ACAS conciliation.

Timescales

We may amend the timescales at any stage of the procedure if you and we agree. For JNC hearings, each side may apply for an extension to the JNC Chair.

Grievances raised after your employment has ended

If you raise a grievance after your employment has ended, we will consider the matters you raise and deal with them if appropriate. Once we have investigated your complaint, we will write to you with our findings. There will be no further steps of this process.

General Data Protection Regulations

The organisation will treat your personal data in line with our obligations under the current data protection regulations and our own policy GDPR Policy. Information regarding how your data will be used and the basis for processing your data is provided in Wellhouse HA's employee privacy notice

Appendix 1 Grievance Form

If you wish to raise a formal grievance you must complete the following form and give it to your line manager (unless the complaint concerns your line manager, in which case you should give the completed form to the manager at the next level).

Section 1 – About you

Name	
Job Title	
Department/Section	
Manager	

Section 2 – What is your complaint?

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Section 3 – Please provide brief details of the outcome you would like considered

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Signed

Signature	
Date	