

GRIEVANCE PROCEDURE

1. Informal Procedure

The Employee should first discuss their grievance with the person involved where possible or with their Employer.

If this does not resolve the matter, Employees are advised to progress to the formal stage.

Mediation

Sometimes it may not be possible to resolve concerns between those directly involved and a different perspective may be helpful. In these circumstances, either at the informal or formal stages mediation should be considered.

Where mediation is considered appropriate, the formal procedure may be temporarily halted.

2. Formal Procedure

2.1. Stage One

If the matter has not been resolved through informal discussions, the Employee should set out their concerns in writing to their Employer or where the grievance concerns the Employer, to the appropriate Care Trust.

The appropriate person will then arrange and hold a meeting where the Employee may be accompanied.

The outcome of the meeting will be confirmed in writing to the Employee.

If the Employee is unsatisfied with the decision, they have the right of appeal.

2.2. Stage Two: Appeal

If the matter remains unresolved following the outcome of stage one, the Employee can appeal.

An appeal meeting will be arranged and the Employee will have the right to be accompanied.

The decision will be confirmed in writing to the Employee and there will be no further right of appeal.

Employers should ensure that there is no unreasonable delay in the implementation of this procedure.

The Employer **must** seek guidance and assistance from their Insurance provider, appropriate Care Trust/Council and or ACAS.