

YMCA TAUNTON'S GRIEVANCE POLICY AND PROCEDURE

Purpose of Our Policy

YMCA Taunton recognises that from time to time, staff may have a problem or concern relating to their employment. Our policy is to encourage communication between staff and management to ensure that concerns can be raised and, where possible, resolved as quickly as possible. To achieve this we have a grievance procedure, which staff should use when they have concerns about their work, working environment, working relationships or their terms and conditions of employment.

GRIEVANCE PROCEDURE

There may be occasions where you have a problem or concern about your work, working environment or working relationships that you wish to raise.

Raising your concerns informally

Most routine complaints and grievances are best resolved informally in discussion with your immediate line manager. However if you cannot resolve your grievance informally you may wish to raise your concerns formally. The following grievance procedure provides a mechanism for these to be dealt with fairly and speedily

Raising your concerns formally

You should raise the matter in writing with your Line Manager (nominated Board Member as specified in individual contract) who will discuss the matter with you. He/she will confirm his/her decision in writing normally within 10 working days. If it is not possible to respond within the specified time you will be given an explanation and told when a response can be expected.

Should you not be satisfied with this decision you should send a written statement setting out the problem to the Chairman / Vice Chairman (as specified in individual contract) who will arrange for your grievance to be further considered. The decision made will be final and will be confirmed in writing to you normally within 10 working days. If it is not possible to respond within the specified time you will be given an explanation and told when a response can be expected.

Requests to take a 'verbal statement' can be made in circumstances where there is a genuine difficulty in putting a grievance in writing.

If you feel it is inappropriate to raise your grievance with the person nominated in the procedure you should raise the matter with the person nominated in the next stage giving your reasons for so doing. If this is still inappropriate, you should raise your concern with the person at the next level of authority.

At any interview concerning a grievance, the statutory right is to be accompanied by a fellow worker, a trade union representative, or an official employed by a trade union. A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker. Employers must agree to a worker's request to be accompanied by any companion from one of these categories. Workers may also alter their choice of companion if they wish. As a matter of good practice, in making their choice workers should bear in mind the practicalities of the arrangements. For instance, a worker may choose to be accompanied by a companion who is suitable, willing and available on site rather than someone from a geographically remote location.

To exercise the statutory right to be accompanied workers must make a reasonable request. What is reasonable will depend on the circumstances of each individual case. A request to be accompanied does not have to be in writing or within a certain time frame. However, a worker should provide enough time for the employer to deal with the companion's attendance at the meeting. Workers should also consider how they make their request so that it is clearly understood, for instance by letting the employer know in advance the name of the companion where possible and whether they are a fellow worker or trade union official or representative.

If a worker's chosen companion will not be available at the time proposed for the hearing by the employer, the employer must postpone the hearing to a time proposed by the worker provided that the alternative time is both reasonable and not more than five working days after the date originally proposed.

A record will be kept of grievance proceedings and will remain confidential.

Adopted by YMCA Taunton Board of Management on :

Date : 26 May 2015

For and on behalf of YMCA Taunton Board of Management

Amended May 2015