It is the employer’s policy to ensure that any employee with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner.

Most routine complaints and grievances are best resolved informally in discussion with your employer. Where the grievance cannot be resolved informally, it will be dealt with under the following procedure that complies with the statutory standard three-step grievance procedure.

**The Standard Grievance Procedure**

* **Step 1: Employee gives written statement of grievance**

The employee must put their grievance in a written statement of grievance and give a copy to the employer. Where the grievance is against the employer the matter should be raised with the Personal Health Budget Care Navigator or the Health Care Manager, to arrange an appropriate third party to oversee the hearing.

* **Step 2: Meeting is held and employer informs employee of the outcome**

The employer (or approved third party) will invite the employee to attend a meeting to discuss the grievance. The meeting will only take place once the employee has informed the employer of the basis for the grievance that is set out in the written statement and, the employer has had a reasonable opportunity to consider what response to make. After the meeting, the employer (or approved third party) must inform the employee of the decision taken in response to the grievance and notify them of their right to appeal if they are not satisfied with the employer’s decision.

* **Step 3: Appeal if necessary**

If the employee wishes to appeal they must inform the employer. The employer (or approved third party) will then invite the employee to attend another meeting. If reasonably practicable, an alternative third party who has not been involved in the grievance procedure so far will deal with the appeal. After the meeting the employer (or approved alternative third party) must inform the employee of the decision taken.

The Modified Grievance Procedure will apply in relation to your grievance only if:

* The employee no longer works for the employer
* The employee has agreed with the employer in writing that it will apply
* The employee raised it before they left, but the standard procedure wasn’t completed, or the employee didn’t raise it until after they left

**The Modified Grievance Procedure**

There are two steps within the Modified Grievance

* **Step 1: Employee gives written statement of grievance**

The employee must put their grievance in a written statement and send a copy to the employer.

* **Step 2: Employer gives written response**

The employer must write back to the employee giving his/her response to the points raised.

**Principles Applicable to the Standard and Modified Grievance Procedure**

* Each step in the grievance procedure should be carried out without unreasonable delay. The times and locations of meetings should be reasonable.
* Meetings must be conducted in a way that allows both parties to explain their case.
* Records should be kept detailing the nature of the grievance raised, the employer’s response, any action taken and the reasons for it. These records should be kept confidential.
* The employee has the right to be accompanied to the hearing by a work colleague, advocate or other such representative.
* There are some cases in which the statutory procedure does not have to be followed or does not have to be followed in full, for example where the grievance is about the fact the employer intends to dismiss you. In these cases, the employer will not necessarily follow the statutory procedures set out above.
* If you want to seek resolution of a grievance you must contact your employer.

For more information and advice regarding grievances, contact ACAS on 08457 47 47 47 or see their grievance procedure guidance (“Discipline and Grievances at Work”) available to view or download from their website <http://www.acas.org.uk>