



COMPLAINTS AND GRIEVANCE POLICY APRIL 2020

Healthy Minds (Calderdale Wellbeing)

COMPLAINTS AND GRIEVANCE POLICY

Policy Statement

Healthy Minds is an ethical organisation and endeavours to value its employees and treat them with fairness and equality.

The rules of Healthy Minds are contained in our written statement of employment particulars and in other policy documents. In particular, employees should be aware of the rules covering any acts of discrimination or harassment contained in the Equality and Diversity policy.

This policy does not cover disciplinary issues and this is covered under the Disciplinary Policy.

Staff are encouraged to bring any complaints or grievances to light in line with this policy.

This policy has been informed by the ACAS publication 'Discipline and grievances at work' – THE ACAS GUIDE (FEBRUARY 2019)

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1. Informal Grievances

Where possible, any grievance should be attempted to be resolved informally. This would mean you have an issue that is work related, or with certain people at work, then the first person to talk to should be your manager.

Your manager may suggest an informal meeting or mediation exercise to try and resolve the issue.

Staff should co-operate with suggestions made by a manager to try and resolve the situation, however if this isn't possible then the situation should be escalated to a formal procedure.

2. Formal Grievances

If the matter cannot be resolved informally then the matter will need to be addressed formally. This should be done in writing, sticking to all of the facts, and clearly laying out the issue without the use of inflammatory or abusive language. If the matter is concerning a line manager, then staff should send their grievance to another manager clearly indicating the reasons as to why this was done.

2.1 Grievance Hearing

Managers should arrange a meeting with staff usually within five days to discuss the grievance. Staff have the right to be accompanied by a colleague or a trade union representative if a reasonable request is made prior to the meeting.

After the meeting, managers will give a decision as to the outcome of the issue within 24 hours. If more information or more time is required, then your manager will inform you of this as well as the extra likely timescale that is required.

3. Appeals

If you are unhappy with the decision made by your manager then you can appeal this. You should inform your manager that you are not happy with the outcome, and that you would like to appeal. This should be done promptly and in writing.

You should be invited to a further meeting within five days with another senior member of staff present. Staff can be accompanied by a colleague or trade union representative if a reasonable request is made prior to the meeting.