

# Grievance Policy



## Definition

We will reach agreement sensitively, fairly and promptly, if any Speke Adventure Playground employee has a grievance or dispute concerning their employment

## Scope

All Speke Adventure Playground employees

## Objectives

- ❖ To enable the management committee to deal with grievance issues sensitively and in a consistent, fair and professional way.
- ❖ To provide a framework for employees to raise concerns about their work, working environment or working relationships and for these to be dealt with before they develop into major problems.
- ❖ To reflect Best Practice.
- ❖ To proactively manage the number of claims brought against the company.
- ❖ To foster good employee relations

### ❖ Principles

- ❖ Any grievance raised will be fully investigated and individuals will be provided with a copy of the investigation report in good time prior to any meeting.
- ❖ All grievances raised will be treated seriously and will be investigated in a timely manner in accordance with the procedure.
- ❖ Line management will be responsible for managing each stage of the procedure and will be supported by a representative from the Management Committee where required. However, in certain circumstances, where it is not appropriate for line management to be involved, the management committee will manage the procedure. If at any stage, an individual does not feel it is appropriate to discuss the issue with their line manager, they should contact the management committee namely,  
Ronnie Hart Chairman-07986532132  
Michael Furlong Treasurer-07850855090 michael.furlong@liverpool.gov.uk
- ❖ Individuals should present their grievance in person, but have the right to be accompanied by a union representative at all stages of the procedure. They do not have the right to be accompanied by anyone external to Speke Adventure Playground, with the exception of a union representative. We recognise that judgement needs to be exercised in some cases.
- ❖ Notes will be taken during each stage of the process and copies distributed to all parties. The outcome of each stage of the grievance procedure will be confirmed in writing and will clearly state what the individual can do if they are unhappy with the decision.

## GUIDELINES

### Grievance Procedure

- ❖ If an individual has a grievance relating to their employment or an issue at work, they should use the following procedure:



- ❖ **Stage 1** – in the first instance individuals should discuss their grievance with their line manager. The line manager will investigate the issue fully and make every effort to resolve it at this level.
- ❖ **Stage 2** – if the grievance is not resolved or no action has been taken within five working days of the first meeting, individuals’ should put the issue in writing, stating details of the grievance and that they wish to refer it to the next level of management. The relevant manager will then arrange a meeting for the individual to explain the issue in more detail and will undertake a full investigation.
- ❖ **Stage 3** – if the grievance is not resolved or no action has been taken within five working days of the meeting, the individual should write to the next level of management. They should state the details of the grievance, that Stages 1 and 2 have been exhausted and that they wish to pursue the issue further. A meeting will then be arranged within five working days and a full investigation will be undertaken. The outcome of this meeting will be the final decision under the company grievance procedure.

### Roles and Responsibilities

| Role                 | Responsibilities   |
|----------------------|--|
| Line Manager         | <ul style="list-style-type: none"> <li>❖ The manager will carry out initial investigations to ascertain the facts and where possible seek to resolve an employee dispute without it being necessary for an employee to seek recourse through the formal grievance procedure.</li> <li>❖ Managers are responsible for ensuring employees are aware of the policy as a means to resolving a dispute if all other attempts at resolution have been exhausted.</li> <li>❖ Managers are responsible for taking timely and appropriate action as a consequence of a grievance being raised.</li> <li>❖ Managers will notify employees in writing at each stage of the grievance process taking advice from the management committee as appropriate.</li> <li>❖ When an employee raises a formal grievance in writing to their line manager, it becomes the line manager’s responsibility to arrange a meeting to consider the case with the appropriate person.</li> </ul> |
| Management Committee | <ul style="list-style-type: none"> <li>❖ Reviewing the policy in the light of changes that might affect the Playground as a result of legislation, directives and codes of practice.</li> <li>❖ Providing advice and guidance on the application of the policy.</li> <li>❖ The Management Committee will keep a written record of all correspondence relating to an employee grievance including minutes of hearings.</li> <li>❖ In the case of a “final stage” grievance hearing, a management committee representative will attend the hearing together with another senior manager.</li> </ul>  |