

Reviewed: July 2025

## **GRIEVANCE PROCEDURE**

### **PURPOSE**

Most grievances can be resolved quickly and informally through discussion with your line manager, management or leadership team. If the problem is not resolved through an informal route, this procedure should be initiated as per the steps set out.

### **SCOPE**

This procedure applies to all employees (regardless of length of service) and volunteers of AUKCAP and is the mechanism to raise an official grievance within the charity.

All employees have the legal right to have grievances addressed by AUKCAP. The legal requirement is to follow three key steps: (1) put it in writing (2) meet and discuss (3) appeal. This procedure explains in more detail how grievances will be handled.

### **PROCEDURE**

This procedure aims to ensure that any grievance is settled fairly, consistently and speedily, and as near to the point of origin as possible. AUKCAP will ensure there is no unreasonable delay in following this procedure.

#### **STEP 1 - RAISING A GRIEVANCE**

- 1.1 Employees and volunteers should raise a grievance in writing to their line manager.
- 1.2 If the grievance concerns your line manager you can approach a more senior manager or member of the Leadership Team.
- 1.2 For managers who report directly to the Chief Executive and whose grievance concerns the Chief Executive the matter must be referred to the Chair of the Trustees. In such cases at least two Trustees must not have any involvement in the initial proceedings but should remain impartial pending any later appeal.

- 1.3 A grievance must be raised within 21 working days of the incident to which it refers, unless there is a good reason for not doing so.
- 1.4 The written grievance should set out the nature of the complaint, including any relevant facts, dates and names of individuals involved so that we can investigate it.

## **STEP 2 - GRIEVANCE MEETING**

- 2.1 On receiving a written explanation of the grievance, the appropriate manager will invite the employee or volunteer to a meeting as soon as possible, usually within five working days.
- 2.2 You may bring a companion to the meeting if you make a reasonable request in advance and tell us the name of your chosen companion. The companion may be either a trade union representative or a colleague.
- 2.2 A time and place for the meeting will be agreed with the employee/volunteer. If their representative cannot attend on a proposed date, they can suggest another date. This date must suit everybody involved. The new date must not be more than five days after the date originally proposed by AUKCAP.
- 2.3 The employee or volunteer will be allowed to explain their grievance and say how they think it should be resolved. They may call witnesses to support their claim or show any evidence they may have. Witnesses may be questioned by those conducting the interview.
- 2.4 Both the complainant and their representative have the right to speak at the meeting.
- 2.5 After the presentation of the grievance, the manager conducting the interview may put questions in order to clarify any outstanding issues. The manager hearing the grievance will then set out their response. If the manager reaches a point where they are not sure how to deal with grievance, the meeting may be adjourned in order to obtain advice and/or further information.
- 2.6 If either party has reasonable grounds for thinking that they are at serious risk of violence or intimidating behaviour, the full grievance procedure does not have to be followed. This exemption to the grievance procedure will only apply if the manager hearing the grievance or the individual believes that they will come to some serious physical or mental harm, that their property or some third party is threatened or that the other party has subjected them to harassment.
- 2.7 In this situation, a request can be made to have the grievance heard by an appeals panel.

- 2.8 AUKCAP will respond in writing to the individual's grievance within a reasonable time, usually within five working days. The letter will include a summary of the key points discussed and an action plan. When areas of dispute remain, the letter will identify any outstanding points where agreement was not reached. The notification will also include a reminder of the right to and how to appeal as outlined below. A review meeting may be necessary at a future appropriate date, to confirm if the actions agreed have been satisfactorily undertaken.

### **STEP 3 - APPEALS**

- 3.1 If an employee or volunteer does not feel the grievance has been resolved satisfactorily, they may ask for this to be reconsidered, doing so by writing to the Chief Executive, if the complaint is about the CEO, they should write to the Chair of Trustees.
- 3.2 If the employee is a manager who reports to the Chief Executive and whose grievance has been heard by a Trustee an appeal will be made in writing to another, named, trustee.
- 3.3 Any request for an appeal must be made within 5 working days from the date on which the decision was sent or given to you.
- 3.4 AUKCAP will arrange an appeal panel consisting of the Chairman of the Board plus two Trustees who have not been previously involved with the grievance.
- 3.5 At the same time as inviting the individual to attend the appeal, AUKCAP will remind them of their right to be accompanied/represented at the appeal hearing.
- 3.4 As with the first hearing, AUKCAP will write to the employee or volunteer with a decision on their grievance as soon as possible. There is no further right of appeal.

### **KEEPING RECORDS**

- 4.1 Records will be kept detailing:
- ◆ the nature of the grievance raised;
  - ◆ AUKCAPs response;
  - ◆ action taken;
  - ◆ reasons for action taken; and
  - ◆ whether there was an appeal and, if so, the outcome.
- 4.2 Records will be treated as confidential and kept in accordance with the Data Protection Acts 1998 and 2003, which gives individuals the right to request and have access to certain data.

- 4.3 Copies of meeting records will be given to the employee or volunteer, although in certain circumstances (for example to protect a witness) AUKCAP might withhold some information.

### **FURTHER INFORMATION**

ACAS has a confidential information line and offers help from experienced advisers. Phone 0300 123 1100.

There is also information on their website [www.acas.org.uk](http://www.acas.org.uk).

### **MONITORING**

This document will be reviewed within 36 months of adoption.

Grievance procedure approved: September 2025 (Date)

A handwritten signature in black ink that reads "Hazel Williams". The signature is written in a cursive style with a long horizontal flourish at the end.

Signed by Chair of Trustees