

# AGE UK EXETER

## Controlled Document

### Document Name: Grievance Procedure

Version Number: 2

Agreed by Risk and Quality Committee: 25.03.25

Approved by Board of Trustees: 22.04.25

Review Schedule: Every three years

Next review due: April 2028

Owner (Responsibility): Chief Executive Officer

Revision History: See end of document.

## Document Description

This document sets out the procedures to be followed when raising a grievance.

## Implementation & Quality Assurance

Implementation is immediate and this policy shall stay in force until any alterations are formally agreed.

The policy will be reviewed every three years by the Board of Trustees, sooner if legislation, best practice, or other circumstances indicate this is necessary.

All aspects of this policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact the CEO on [info@ageukexeter.org.uk](mailto:info@ageukexeter.org.uk) or at Age UK Exeter, The Sycamores, Mount Pleasant Road, Exeter, EX4 7AE, 01392 202092.

# **Grievance Procedure**

## **1. About this procedure**

Most grievances can be resolved quickly and informally through discussion with your line manager. If this does not resolve the problem, you should initiate the formal procedure set out below.

This procedure applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors.

This procedure does not form part of any employee's contract of employment. It may be amended at any time, and we may depart from it depending on the circumstances of any case.

## **2. Step 1: Written Grievance**

You should put your grievance in writing and submit it to your line manager. If your grievance concerns your line manager you may submit it to the Chief Executive Officer (or in the case of the CEO, to the Chair of the Board of Trustees).

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.

## **3. Step 2: Meeting**

We will arrange a grievance meeting, normally within one week of receiving your written grievance. You should make every effort to attend.

You may bring a companion to the grievance 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, who will be allowed reasonable paid time off from duties to act as your companion.

If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.

We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.

We will write to you, usually within one week of the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal.

## **4. Step 3: Appeals**

If the grievance has not been resolved to your satisfaction you may appeal in writing to the CEO stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you. In the case of the CEO, the appeal should be addressed to the Chair of the Board of Trustees.

We will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with impartially by a manager who has not previously been involved in the case. You will have a right to bring a companion (see section 3 above).

We will confirm our final decision in writing, usually within one week of the appeal hearing. There is no further right of appeal.

### **Revision History**

<b>Revision date</b>	<b>Summary of Changes</b>	<b>Other Comments</b>
30.12.2021	New document using the HR Express template provided. Previous document. This replaces document POL36	Approved by the board of Trustees 10 February 2022  Next review due January 2025
29.01.25	Three yearly review. Formatting only.	