# Policy 23: Grievance policy

Last updated by: _SH, RS_

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Policy 23
1. **INTRODUCTION**

1.1. This procedure describes the steps to be taken when an employee wishes to seek redress for grievances relating to their employment. Some matters relating to employment do not fall within the scope of this procedure and are dealt with under separate arrangements. These are:

- Matters connected with Rates of Pay
- Other payroll matters
- Disciplinary matters
- Data Protection Issues – see Policy 12 para 9

1.2. It is envisaged that many grievances will be resolved satisfactorily by informal discussion. Where this is not practical this procedure is intended to ensure that any grievance is settled as fairly, as quickly, and as near the point of origin as possible.

1.3. In some instances the grievance may be resolved more effectively by reducing or extending the laid down time limits at any stage. This will be done by mutual agreement unless impracticable due to absence.

1.4. Employees have the right to be accompanied by a Trade Union representative or a fellow worker of Age Uk York.

1.5. According to the seniority of the employee it may be necessary to commence the procedure at an agreed level.

1.6. During the operation of the grievance procedure the status quo will apply both in terms of job content and terms and conditions of employment.
2. **FORMAL GRIEVANCE PROCEDURE**

2.1 **Stage 1**

Normally a grievance should be raised directly by the employee with the person to whom they are directly responsible, who will record details of the grievance and after due consideration give a decision within five working days.

2.2 **Stage 2**

If the grievance is not satisfactorily resolved between the person to whom the employee is directly responsible and the employee the grievance may be referred to the Vice Chair, and the Treasurer of Age Uk York who will obtain a copy of the grievance papers, record any additional information, and then reconsider the matter. A decision will be given in writing to the employee and copied to their representative, normally within five working days of their meeting.

2.3 **Stage 3**

Should the Vice Chairman and Treasurer of Age UK York be unable to resolve the grievance it may be referred to a duly constituted meeting of Age UK York Executive committee who will then reconsider the matter. A written reply, copied to the employee's representative, will be given in fifteen working days. If the grievance still remains unresolved then a failure to agree will be recorded in the minutes of the Executive of Age UK York.