



**WILLIAMSBURGH**  
HOUSING ASSOCIATION LTD

**Grievance Policy – May 2023**

**Revision History**

| <b>Creation Date</b> | <b>Reviewer(s)</b> | <b>Review Date</b> |
|----------------------|--------------------|--------------------|
| May 2023             | HR                 | May 2026           |

Williamsburgh Housing Association (WHA) are committed to ensuring that our employees are given the right to raise issues whenever required and to have any grievances or dispute fully investigated.

WHA hope that the great majority of doubts and problems will be settled quickly through constructive informal discussions, however WHA do recognise that there is a need for a formal procedure designed to meet those circumstances which cannot quickly be resolved through informal discussion.

The policy and procedure apply to all staff on WHA employment contracts and staff may raise grievances as an individual or collectively as a group of staff.

This procedure may not be used to resolve grading issues, these should be raised via WHA grading assessment policy and procedure.

A flowchart of the procedure is available in Appendix 1.

## **Aims**

The aim of this procedure is to ensure that employees with a grievance relating to their employment can have them properly dealt with fairly and impartially.

## **What is a grievance?**

A grievance is a complaint which an employee (or group of employees) can raise about anything noncompliant in work policies or similar regulation. A grievance can be filed if an employee feels they have been negatively affected by the employer, a manager or another member of staff.

## **Informal Action and resolution**

Any employee who has an issue relating to their employment may raise the matter informally with their immediate line manager, or if the issue is about the line manager, with a manager who is not the subject of the grievance.

The manager in question will discuss with the employee potential routes to resolution which may be:

- To do nothing (at the employee's request)
- To monitor a situation
- To facilitate a discussion.
- Arrange a mediation if there is a relationship issue.
- To raise the issue with the appropriate people.

Where the manager who receives the complaint deems the issue serious enough they may refer the situation to HR and an investigation may begin by referring the case to the Disciplinary procedure.

## Grievance Procedure

If it has not been possible to resolve the issue informally, the aggrieved employee(s) may submit their grievance to any manager or HR in writing.

When a grievance is received it must be passed to HR to record the grievance and appoint an appropriate manager to chair the grievance process as outlined in the [Decision maker](#) section below.

### Right to be accompanied

The employee who has raised a grievance will have the right to be accompanied by either their Trade Union representative or an employee of their choice at every stage of the grievance process.

### Decision maker

The decision maker at each stage will be determined in accordance with the delegated authority noted below. All officers involved in the process will be trained and ensure that they are impartial throughout the process.

**Table 1.1 – Level of Delegated Authority for Grievance procedures**

| Level of employee | Grievance Hearing/Investigation                         | Appeal                                     |
|-------------------|---|--|
| Below SMT level   | Minimum of one grade above (from another department)    | SMT (from another department) /CEO         |
| SMT               | CEO   | Management Committee / Independent Adviser |
| CEO               | Management Committee / Independent adviser for support* | Independent Adviser*                       |

\*Note that where there is a grievance raised which is against CEO then the organisation also needs to consider the Complaint against a senior officer policy.

### Grievance Hearing

The first stage of the process is to arrange for a grievance hearing to establish the facts within 2 working days of receiving the grievance in writing. It may be that enough information is gathered at the Hearing in order to provide the employee with an outcome, The outcomes may be:

- Upheld
- Partially upheld
- Not upheld

Where there has not been enough information at the Hearing, the chair of the hearing may need to proceed to an investigation to gather more facts before informing the individual of the outcome.

Where there has been a grievance raised in relation to another member of staff part of the outcome may be to:

- Refer to the disciplinary procedure.
- Offer a mediation where there has been a relationship issue.

Please note the above is not an exhaustive list and WHA reserve the right to make a decision based on the individual grievance raised and the requests of the individuals involved in raising the grievance.

## Investigation

The next stage of the process is to carry out a thorough investigation which is fact finding to establish all the facts and information to make a decision on the next steps. An Investigating Officer will be appointed to carry out the investigation and will prepare a report. This investigation should be completed within a reasonable period and should take no longer than 10 working days where possible. In cases where the 10 working days is not achievable, all parties concerned will be notified of the new timescale for investigation.

On completion, the Investigating Officer will provide the employee with the outcome of the grievance in writing.

## Right of Appeal

Every employee has the right of appeal following the outcome of a grievance process. The reason for appeal must be in relation to:

1. There is new evidence the employee would like the appeal chair to consider.
2. There has been a failing in the process by WHA.

Note that if the grievance has been raised about the conduct of another member of staff and the outcome of this is to refer to the Disciplinary procedure, due to Data Protection regulations this is the outcome the employee raising the grievance will be told. They do not have a right to know the outcome of any disciplinary action.

All appeals must be lodged within 5 working days of the notification of the decision.

All appeal hearings should be convened within 10 working days of the appeal being lodged.

The Appeal is the final stage of the internal grievance procedure and indicates the conclusion of the processes.

## Collective Grievances

At any time a group of staff feel aggrieved about a situation relating to their employment they have the right to raise a collective grievance.

The internal procedures will continue as standard.

If the situation remains unresolved following exhaustion of the internal procedures, either side may refer the matter to Acas collective conciliation.

## Appendix 1: Grievance Procedure



Where informal action has not resulted in the required outcome, or is not deemed appropriate the formal process is shown below:

