

## Grievance Policy

### 1 Introduction

1.1 It is the SUN network's policy to ensure that staff members, sessional workers and volunteers (hereinafter referred to as 'staff member') with a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and as fairly as possible.

1.2 The staff member should aim to settle most grievances informally with their manager. If a grievance cannot be settled informally, the staff member should raise it formally with the manager under the procedure outlined below. These procedures apply to all staff members.

1.3 The types of issue that might be raised under this grievance procedure are:

- terms and conditions of employment;
- health and safety;
- work relations;
- bullying and harassment;
- new working practices;
- working environment;
- organisational change; and
- equal opportunities/discrimination

### 2 Informal discussions

2.1 If a staff member has a grievance about their employment they should discuss it promptly and informally with their manager. The SUN network intends that the majority of concerns will be resolved at this stage. If, however, the grievance is with the manager, the staff member should speak to the directors informally.

2.2. If it is not possible to resolve a grievance informally, staff members should raise the matter formally in writing and without unreasonable delay with the manager, as long as they are not the subject of the grievance. If this is the case the grievance should be addressed to the Chair of the Board of Directors. This should be done in writing and should set out the nature of the grievance.

### 3 The grievance hearing

3.1 The SUN network will arrange for a formal meeting to be held without unreasonable delay after a grievance is received.

3.2 Employers, staff employees and their companions should make every effort to attend the meeting. Staff members should be allowed to explain their grievance and how they think it should be resolved.

### 4 Right to be accompanied

4.1 Staff members have a statutory right to be accompanied by a companion at a grievance meeting which deals with a complaint about a duty owed by the employer to the worker. This would apply where the complaint is, for example, that the employer is not honouring the staff member's contract or is in breach of legislation.



4.2 The chosen companion union representative or an representative who is not an employed official must have been certified by their union as being competent to accompany a worker.

may be a fellow worker, a trade official employed by a trade union. A trade union

4.3 To exercise the right to be accompanied, a staff member must first make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However, it would not normally be reasonable for staff members to insist on being accompanied by a companion whose presence would prejudice the hearing, nor would it be reasonable for a staff member to ask to be accompanied by a companion from a remote geographical location if someone suitable and willing was available on site.

4.4 The companion should be allowed to address the hearing, to put and sum up the staff member's case, respond on behalf of the staff member to any views expressed at the meeting and confer with the staff member during the hearing. The companion does not however, have the right to answer questions on the staff member's behalf, address the hearing if the staff member does not wish it or prevent the employer from explaining their case.

## 5 Appropriate action

Following the meeting a decision will be made on what action, if any, to take. Decisions will be communicated to the staff member, in writing, without unreasonable delay and, where appropriate, should set out what action the SUN network intends to take to resolve the grievance. The staff member will be informed that they can appeal if they are not content with the action taken.

## 6 Taking the grievance further

6.1 Where a staff member feels that their grievance has not been satisfactorily resolved they may appeal. They should let The SUN network know the grounds for their appeal without unreasonable delay, and in writing.

6.2 Appeals will be heard without unreasonable delay and at a time and place which should be notified to the staff member in advance.

6.3 The appeal will be dealt with impartially and by a Director, who has not previously been involved in the case.

6.4 Staff members have a statutory right to be accompanied at any such appeal hearing.

6.5 The outcome of the appeal will be communicated to the staff member in writing without unreasonable delay.



Approved by The SUN Network Board of Directors Date: 23 April 2018

Next Review Date: April 2021 Responsible Officer Executive Director of The SUN Network.

Signed.....

Date.....

Signed.....

Date.....

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