



Staff Complaints Procedures

2018

Statement:

This document is an outline and description of the procedures for making an official complaint about the treatment experienced while working with GLAS Ltd by staff. By definition, staff means anyone who is carrying out duties related to the day to day activities of GLAS Ltd whether employed full or part time, volunteer or sub-contractor.

This complaints procedure does not cover allegations against staff defined in the safeguarding policy which is dealt with by the allegations procedure (see 'allegations management').

The following issues are covered by this policy: -

- Discrimination of any kind
- Appraisals
- Disciplinary outcomes
- Safeguarding issues (which are not direct allegations against staff)

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General Description

1. The complaints procedure enables GLAS Ltd to ensure that any problems, complaints or concerns raised by employees which are not allegations against staff or related to safeguarding issues are dealt with in a fair, timely and consistent manner.

If an employee has a grievance or complaint regarding any of the following it should be raised in line with this procedure:

- 1.1 Their work, working conditions, pay and benefits, working hours;
- 1.2 Discrimination on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin; or
- 1.3 Treatment by others including harassment and bullying; or
- 1.4 Their health and safety or a breach of statutory rights; or
- 1.5 Any other issue affecting their employment,

Complaints in respect of disciplinary action taken by GLAS Ltd should be dealt with as an appeal under the disciplinary procedure (see 'Appeals Procedures').

2. **Informal Procedure for Staff**

- 2.1 Employees should, where possible, discuss the grievance or complaint with their immediate manager on an informal basis first. The manager will discuss any concerns with the employee and attempt to resolve the matter within a reasonable timescale. Where it is not possible for the employee to talk to their immediate manager, or if the grievance concerns him or her, the employee should instead talk to the next most senior person. The details of who this is, is included in the induction pack
- 2.2 Where the informal procedure is used, both parties should keep a written record of the meeting including what was discussed and any proposed action.
- 2.3 If the grievance has not been resolved or cannot be settled informally, the matter should be dealt with according to the formal grievance procedure.

3. **Formal Grievance Procedure for Staff:**

3.1 Written Statement

- 3.1.1 The aggrieved person must first send a written statement detailing the nature of the grievance to the employee's line manager without unreasonable delay

3.2 Grievance Meeting

- 3.2.1 Upon receiving the written statement, the employee's line manager will arrange for a formal meeting to be held in order to discuss the grievance. The formal meeting will be held without unreasonable delay and usually no longer than 5 working days after the statement of grievance is received.
- 3.2.2 The meeting must not take place if the line manager has not had a reasonable opportunity to consider their response to the information.
- 3.2.3 Before the meeting, a thorough investigation of the facts relating to any complaint must take place. Any requests for anonymity and confidentiality should be taken seriously.
- 3.2.4 The employee may, following a reasonable request, be accompanied by a colleague, a suitably certified trade union representative or an official employed by a trade union. The companion may not, however, answer questions on behalf of the employee.
- 3.2.5 The employee's chosen companion will be able to address the meeting to put or sum up the employee's case as well as confer with the employee during the meeting. They may not, however, answer questions on the employee's behalf, address the meeting if the employee does not wish them to do so or prevent GLAS Ltd from explaining their case.

- 3.2.6 GLAS Ltd reserves the right to refuse to accept a companion whose presence may undermine the grievance process.
- 3.2.7 The line manager, employee and their companions shall make every effort to attend the meeting. If the employee fails to attend the grievance hearing without explanation or seems to make insufficient efforts to attend, then the hearing may proceed in the employee's absence.
- 3.2.8 If possible, the employee should explain how they think the grievance could be resolved.
- 3.2.9 If a further investigation of the matter is required, then the meeting should be adjourned to a later date before a decision is taken about how to deal with the employee's grievance.

3.3 Outcome of meeting

- 3.3.1 Following the meeting and investigation and without unreasonable delay the line manager shall set out in writing the outcome of the hearing and any action they intend to be take in order to resolve the grievance (if appropriate).
- 3.3.2 The Complaints officer shall also inform the employee of their right to appeal if they are not satisfied with the action taken.
- 3.3.3 Any action taken shall be monitored and reviewed, as appropriate, to ensure it effectively deals with the issue.

3.4 Appeal

- 3.4.1 Employees have the right to appeal where they feel their grievance has not been satisfactorily resolved.
- 3.4.2 The request for an appeal must state the grounds for the appeal and should be submitted to the Complaints officer Chris Lodder in writing within 1 working week of receiving written confirmation as to the outcome of the grievance meeting.
- 3.4.3 The Complaints officer will arrange a further meeting to discuss the appeal within a reasonable time of receiving the request for an appeal. The employee will be informed of the time and place of the appeal in advance.
- 3.4.4 The appeal will be dealt with impartially and, wherever possible, will be chaired by an independent person who has not previously been involved in the. This appeal hearing is not a re-hearing of the original appeal but a consideration of the specific areas of dissatisfaction in relation to the original grievance.
- 3.4.5 The employee has the right to be accompanied at the appeal meeting and the outcome of the appeal meeting shall be communicated to the

employee in writing within 5 working days. Decisions made at this point are final and the grievance procedure is concluded.

3.4.6 If the matter is more complicated and requires evidence that cannot be gathered in the stated time frame this must be communicated to the employee and a reasonable timeframe must be set.

4. **Confidentiality**

- 4.1 Grievances will be handled with as high a degree of confidentiality as is practicable.
- 4.2 Confidential records of the grievance will be kept in the employee's personnel file in accordance with General Data Protection Regulation. Copies of meeting notes will be provided to the employee, although GLAS Ltd reserves the right to withhold certain information (e.g. to protect a witness).

5. **Special Cases**

- 5.1 Where a grievance is raised during the disciplinary process, the disciplinary process may be suspended so the grievance can be dealt with first.
- 5.2 The above procedure shall not be used for collective grievances.
- 5.3 [A separate procedure can be referred to for issues involving bullying, harassment or whistle blowing.]

6. **Person/s responsible for The Procedure**

6.1 GLAS Ltd internal complaints

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Date Reviewed:	15/06/2018	Reviewed by:	Steven Jacob
Next Review Date:	14/06/2018	Signature:	

Authorised By:	Position:	Date:	Signature:
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