# GRIEVANCE POLICY

| Date Approved | Proposed Review Date |
|---|---|
| May 2025 | May 2028 |
| Chair Person/Office Bearers Signature: | |

**CASSILTOUN HOUSING ASSOCIATION LTD**
**Castlemilk Stables, 59 MACHRIE ROAD, Glasgow G45 0AZ**

***Cassiltoun Housing Association is a recognised Scottish Charity SC035544***

## Introduction

Grievances are concerns, problems or complaints you may have with regard to your employment with Cassiltoun Housing Association, e.g. concerning the job, working environment or any of your colleagues.

While you are employed with us, we want to make sure you feel comfortable that any issues or disputes you raise will be looked at and resolved wherever possible. We encourage you to raise your concerns immediately at the lowest possible level and we will do our best to resolve the majority of these quickly, using our informal process. However, we know that sometimes a formal procedure is also needed when the informal process does not reach a satisfactory conclusion, or where it is not appropriate to manage the concerns raised informally. This policy provides the details of both the informal and formal processes.

This policy applies to all employees within Cassiltoun Housing Association.

**Policy Aims:**

- To provide a mechanism for addressing staff concerns in a fair and consistent manner.
- To make sure Cassiltoun Housing Association complies with its responsibilities within employment law and best practice.

**You can expect Cassiltoun Housing Association to:**

- Listen to any concerns raised in line with the procedures set out below.
- Investigate your concerns, as we deem appropriate.
- Provide employees with the opportunity to an appeal any formal decision made in line with the policy.

**We expect that employees will:**

- Raise any concerns you have promptly, while following the correct procedure.
- Use the informal process in the first instance (where appropriate) and only use the formal process where it is necessary.
- Let us know what concerns they have and how these could be resolved.
- Complete Cassiltoun Housing Association's grievance form and pass this to the appropriate manager.
- Co-operate and participate as required in any investigations that take place
- Start the process with the view of achieving an acceptable outcome for all concerned.

## Informal Process

We encourage employees to raise any concerns with their line manager. The line manager will discuss the issues and any reasonable solutions with the employee who has raised these. If the employee is unhappy with the outcome of this informal intervention, then they have the option of raising their concerns formally.

**Formal Process**

The following rules apply for the formal grievance process:

- If an employee wishes to raise a formal grievance, they must complete the grievance form (appendix 1).
- At all stages of the formal process an employee has the right to be accompanied by a trade union representative or a workplace colleague. The person accompanying the employee has the right to summarise the employees case and confer with the employee. They do not have the right to answer questions on the employees behalf.
- The Association will not make any changes connected to your concerns, until it is resolved, the procedure is exhausted, or you do not wish to pursue the matter further.
- If the concerns relate to or involve a manager, your concerns will be dealt with at the level above the manager involved.

**Stage 1**

You should first raise your grievance with your line manager, who will try to resolve the matter within 2 days.

We will keep a written record of your grievance and any proposed solution in your personnel file.

**Stage 2**

In the first instance, you should ask for a meeting with a more senior manager within 5 working days. They will hold a meeting within 3 working days of your request and carry out an investigation, if required, to give you a decision within 5 working days of the meeting. A written record of your grievance and any proposed solution will be recorded in your personnel file.

**Stage 3**

If you are still not satisfied, you should present the grievance in writing within 5 working days to the chair of the Staffing Sub Committee or equivalent. The chair will then arrange a meeting of the representatives of the Committee within 10 working days.

The Chair should tell you the date and time of the hearing. After hearing the grievance, the Staffing Sub Committee or equivalent will give their decision in writing to you within 3 working days of date of meeting. If there is considered to be a reason that the Staffing Sub Committee cannot hear the grievance, the Board of Management may decide another way for the grievance to be heard. This could be to another part of the governance structure or to an external independent party instructed by the Association.

**Stage 4**

If the matter is not resolved to your satisfaction, you can raise an appeal. Appeals from the decision of the Staffing Sub Committee will be to appointed members of the Board of Management. You should appeal in writing within 5 days of receiving notice of the decision, stating the reasons for your appeal.

The hearing will be arranged within 20 working days, where possible. After hearing the grievance, the Chair of the Appeal Committee will give their decision in writing to both you and your trade union (if you have one) within 5 working days of the date of the hearing.

This is the final stage of the internal appeal process.

Cassiltoun Housing Association takes confidentiality of all its staff very seriously and must ensure that it complies with Data Protection requirements. As a result, only information concerning yourself that does not breech the confidentiality of others may be made available to you. If we take action against one of your colleagues because of your complaint, we will not inform you of this under any circumstances.

**Collective grievances**

Collective grievances are complaints raised on behalf of two or more employees by a representative of a recognised trade union or other appropriate workplace representative. These grievances should be handled in accordance with the procedures set out below.

A collective grievance should be raised using the grievance form which should be clearly marked that it is a collective grievance. This form should be signed by all employees who are raising the concern and indicate if there is a formal representative for the group of employees.

You should first raise these at stage 2 of the formal procedure.

If the issues are not sorted out after going through the internal procedure, either you or we may refer the matter to ACAS reconciliation

Timescales may be amended at each stage of the procedure if both parties agree, each side may apply for an extension which may be granted by the Chair

**Equality and Diversity**

We are committed to promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all. This is reflected in our Equality and Diversity Policy.

**GDPR**

We will treat personal data in line with our obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing your data is provided in our Fair Processing Notice.

**Appendix 1 Grievance Form**

If you wish to raise a formal grievance you must complete the following form and give it to your line manager (unless the complaint concerns your line manager, in which case you should give the completed form to the manager at the next level).

Section 1 – About you

| | |
|---|---|
| Name | |
| Job Title | |
| Department/Section | |
| Manager | |

Section 2 – What is your complaint?

Section 3 – Please provide brief details of the outcome you would like considered

| | |
|---|---|
| Signature | |
| Date | |