

Grievance procedure

This grievance procedure does not form part of the Contract of Employment and shall not give rise to any duties or obligations on either party.

A grievance is a problem or concern that an employee has about their work, working conditions or relationships with colleagues. Most grievances can be resolved quickly and informally through discussion with an employee's line manager. If this does not resolve the problem, an employee should initiate the formal procedure set out below. The procedure to be followed will depend on the level of seniority of the employee.

Note: An employee is entitled to be accompanied by a fellow employee or certified trade union representative at any stage of the grievance procedure and in the case of the chief executive, an appropriate third party may be considered to accompany in place of a fellow employee (which is likely to be inappropriate), including but not limited to, a peer CEO locally or an ACEVO member.

Chief executive

Where there is a grievance relating to an aspect of employment, the following procedure should be adopted. Wherever possible, the person(s) named in the grievance should not be involved in the grievance process other than as part of any investigation.

1. The grievance should be raised in writing with the board of trustees and will be considered as appropriate by one or more trustee(s) to be determined by the board. This should be done in confidence giving full details and sufficient time to consider the facts of the case, and where appropriate take remedial action.
2. If the grievance has not been resolved to the chief executive's satisfaction, he or she may appeal in writing to the board of trustees, stating his or her grounds of appeal in full. The matter will be dealt with by a member or members of the board of trustees not previously involved in the case whose decision will be final.

In the event that there are no suitable trustees to hear the appeal, an independent, impartial and professionally acceptable third party may be invited to hear it.

Executive team

Where there is a grievance relating to an aspect of employment, the following procedure should be adopted.

1. The grievance should be raised in writing with the chief executive or, if your complaint concerns him or her, with the [HR director/manager or board of trustees]. This should be done in confidence giving full details and sufficient time to consider the facts of the case, and where appropriate take remedial action.
2. Should the chief executive (or member(s) of the board of trustees, as appropriate) not be able to resolve the grievance satisfactorily, a member of the executive team may appeal in writing, to the board of trustees, stating his or her grounds of appeal in full. The matter will be dealt with by a member or members of the board of trustees not previously involved in the case whose decision will be final.

Disciplinary procedure

This disciplinary procedure does not form part of the Contract of Employment and shall not give rise to any duties or obligations on either party.

The purpose of the disciplinary procedure is to outline a recognised and consistent system to deal with any breach or alleged breach of the rules. The objective is to emphasise and encourage improvements in individual conduct. A full investigation will be undertaken into the circumstances of any disciplinary offence prior to the implementation of any disciplinary action. It may be necessary, dependent upon the nature of the offence, to suspend the employee on full pay whilst the necessary investigations are completed. Any such period of suspension will be as short as possible.

Disciplinary warnings will only be issued following a formal disciplinary meeting with the employee who will always be given the opportunity to be accompanied by a fellow employee or any certified trade union representative. **In the case of the chief executive, an appropriate third party may be considered to accompany in place of a fellow employee (which is likely to be inappropriate), including but not limited to, a peer CEO locally or an ACEVO member.**

Throughout the disciplinary procedure the employee will be given every opportunity to respond to any complaint before any decision on disciplinary action is taken.

Disciplinary action may take any of the following forms according to the severity of the offence.

1. A verbal warning

A record of the verbal warning will be placed in the employee's personnel file and remain on file for a maximum of six months.

2. A written warning

A written warning will be issued to the employee and a copy will be placed in the employee's personnel file and will remain on file for a maximum of 12 months.

3. A final written warning

A final written warning will be issued to the employee and a copy will be placed in the employee's personnel file and will remain on file usually for a maximum of 12 months. Upon the issue of a final written warning the employee will be advised that any further breaches of the rules will result in dismissal.

4. Dismissal

Dismissal may be with or without notice depending on the circumstances, and may occur whether or not warnings have been issued.

Employees are entitled to appeal against any disciplinary decision taken against them, such appeal being held in accordance with the Appeal Procedure set out below. Employees are entitled to be accompanied by a fellow employee or certified trade union representative at any stage of the disciplinary or appeal procedure.

Rights of appeal

Chief executive/executive team

This appeal procedure does not form part of the Contract of Employment and shall not give rise to any duties or obligations on either party.

An appeal against a disciplinary decision must be notified to the board of trustees in writing, within five working days of the disciplinary action occurring, stating the grounds for the appeal in full.

The appeal will be considered by one or more trustees, determined by the board and not previously involved in the process, as soon as possible and an invitation will be made to discuss the matter fully. The outcome of this appeal will be binding on all involved.

In the event that there are no suitable trustees to hear the appeal, an independent, impartial and professionally acceptable third party may be invited to hear it.

The outcome of the appeal, together with copies of all correspondence, will be retained on the employee's personnel file.



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Rights of appeal

Line managers and all other employees

This appeal procedure does not form part of the Contract of Employment and shall not give rise to any duties or obligations on either party.

An appeal against a disciplinary decision must be notified to the next level of management in writing, within three working days of the disciplinary action occurring, stating the grounds for the appeal in full.

The outcome of this appeal will be binding on all involved.

The outcome of the appeal, together with copies of all correspondence, will be retained on the employee's personnel file.