

## PP 08 GRIEVANCE PROCEDURE

**The purpose of this procedure is to provide a framework within which grievances can be aired and resolved.**

### 1. About this procedure

This procedure applies to all employees and is for an employment-related matter that is raised under this procedure, by an employee. (A complaint is a matter raised by anyone who is not an employee and will be dealt with under the complaints procedure.)

Grievances raised by employees may range from relatively simple to being of fundamental importance significantly affecting the person's ability to work effectively. Unresolved grievances are likely to detract from the achievement and maintenance of satisfactory work standards.

Grievances should be examined carefully and dealt with in a timely manner.

GMDT's nominated Board Director will be the Line Manager for the GMDT Administration team. This person is also responsible for the Disciplinary issues and data retention.

### 1. Principles

- This procedure will not in itself resolve issues raised by employees. It provides a process whereby:
  - (i) Grievances can be resolved as closely as possible to where they arise.
  - (ii) Issues can be brought "out into the open" so that they can be considered by the relevant manager.
  - (iii) Employees and the Trust can be reconciled in an open and expeditious manner.
  - (iv) Confidence and trust between employees and their manager is maintained.

**The majority of issues should be resolved through informal discussion and the normal management channels without the need to invoke the formal grievance procedure.**

- This procedure cannot be used where separate appeal mechanisms exist for employee issues to be dealt with under other procedures such as appeals against disciplinary action.
- Some grievances will be of a sensitive or controversial nature and a balance must be struck between the need to preserve confidentiality and the need for informal discussion on the issues raised.

## 2. Discrimination complaints

- Any complaints by employees of discriminatory bias or prejudice in employment matters on grounds of sex, race, disability, religion/belief or other personal factors should be pursued through this procedure. Complaints relating to harassment and bullying should be pursued using the procedures set out in the 'Dignity and Respect' policy.

## 3. Representation

The complainant and, where appropriate, the person(s) complained against are entitled to be accompanied.

## 4. Time limits

- Time limits for employee action and management response are included within the procedure. These are felt necessary to reinforce the need to deal with grievances as quickly as possible so that the employee is able to return to full concentration on work duties.
- By their nature, some grievances will take longer to investigate than others and the time limits specified for management relate to the initial response. In the event of no management response within the specified time limit, the employee may proceed to the next stage of the procedure. In the event of no employee response within the specified time limit, the grievance will be deemed to have been satisfactorily resolved.

## 5. Grievance interviews

Both managers and employees should keep a written record of any informal meetings that take place. Where the grievance cannot be resolved informally, it should be dealt with under the following procedure.

## 6. Procedure

### Stage 1

- In the first instance, the employee should raise the grievance with his or her immediate manager. The grievance should be raised in writing and the letter should state that the matter is being raised under the formal grievance procedure. The manager should then meet with the employee to discuss the grievance within 5 working days. Following the initial meeting the manager should deal with the issue raised as quickly as practicable and, in any case, should investigate the grievance and provide an initial response within 10 working days of that meeting.
- If the matter has not been fully dealt with in the initial response, the manager should, at the same time, inform the employee of the date by which a full answer can be expected.
- If the grievance is with another employee, it may be appropriate for the manager to make arrangements for the employees concerned to meet to discuss the matter but such situations need careful handling.

### Stage 2

- If the issue remains unresolved after the date indicated in Stage 1, the grievance should be taken up with Chairperson of the Board, if the grievance relates to Chairperson the Vice Chair person should be consulted, within 10 working days. Again, this should be in writing and the letter should refer to the formal grievance

procedure. The grievance should be carefully investigated and considered by the Chair / Vice Chair of the Board. A meeting with the Chair or Vice Chair of the Board should be held with the employee within 10 working days of the grievance being received.

### **Stage 3**

- If the grievance is not satisfactorily resolved the employee should write to the Chairperson / Vice Chair of the Board within 15 working days of the interview requesting that the matter be formally referred to a sub-committee of the Board with members who have not previously been involved with the issue. The Chair / Vice Chair will convene a meeting of the sub-committee within 15 working days of receiving the written request.
- The sub-committee is the last stage within which the grievance can be considered by the Trust which means that the decision of the sub-committee will be final so far as the Trust is concerned.
- The Chair / Vice Chair will inform the employee of the outcome of the grievance hearing and that the decision is final.

## **7. Grievance against members of the Board**

Where the grievance is against a Member of the Board the matter should be referred to the Trust's Chair / Vice Chair in accordance with stage 2 above, and on to stage 3 if necessary.

### **8. Data Retention**

As a minimum disciplinary and grievance records will be kept for at least 6 months following termination of employment to ensure that we have all the relevant paperwork in the event a claim is brought against GMDT.

GMDT will keep in principle records for *at least 6 years*, to cover the time limit for bringing any civil legal action. The records will be kept secure by the Board member at their home, held in strictest confidence.

**8.9. Agreed by Board on 8<sup>th</sup> December 2025**

**10. Next Review (Review every 3 years) November 2028**