

Telford Mind Grievance Procedure

In this document 'member of staff ' means paid and unpaid staff.

Guidelines

It is hoped that honest and robust communication can take place between staff but that it will be within the professional boundaries of respect and tolerance.

Stage One

If a member of staff has a grievance relating to their employment it should in the first instance be discussed informally with a member of the executive board (who may be their line manager) or the Service Development Manager. The nominated person will aim to resolve the issues involved.

Stage Two

If an employee has a grievance which could not be resolved informally the employee should put their grievance in writing to the nominated person above.

The nominated person will aim to resolve the grievance to all parties satisfaction.

The time between a formal grievance being raised at stage two and the formal response will usually be within 14 days.

Stage Three

If a satisfactory decision is not reached between the member of staff and the nominated executive, the written grievance is sent to the Vice Chair.

The Vice Chair will take an impartial view following consideration of the points raised and verbal discussions with both the nominated executive and the employee, aiming to resolve the grievance. The response will normally be within 7 days from receiving the grievance in writing.

Stage Four

The final 'court of appeal' is the chair. If no satisfactory resolution can be reached then the matter is taken to the chair. The Chair will take an impartial view following consideration of the points raised and verbal discussions with the vice chair, the nominated executive and the employee, aiming to resolve the grievance. The response will normally be within 7 days from the grievance being brought to the chair.

He / she will give consideration to the points raised and his / her decision will be final.

Signed:

Date: / / 08