

Introduction

The aim of this procedure is to enable an employee or client of Westward Pathfinder who has a grievance to pursue the matter in a systematic manner.

It is a firm principle that grievances will be dealt with by all concerned as a matter of urgency.

An employee or client who invokes this procedure shall have the right to be represented by their Trade Union or other representative at all stages.

Procedure

Stage One: An employee or client who has a grievance will in the first instance refer the matter orally or in writing to his/her Line Manager, or Centre Manager, or directly to the Safeguarding officer if appropriate, who will compile a report on the grievance/complaint to be passed to the Chief Executive as soon as possible. In the case of minor issues the Centre Manager will endeavour to resolve the matter within two normal working days from the receipt of the complaint.

Stage Two: Once committed in writing to the second stage of this procedure the matter will be fully investigated by the Chief Executive which will include formal interviews with personnel/clients affected in order to reach a decision. The employee or client will have an opportunity to state his/her case orally or in writing. A decision will normally be given by the Chief Executive as soon as possible, but in any event not later than five normal working days from receipt of the complaint.

Stage 3 Appeal Procedure: If the decision of the Chief Executive is unacceptable to the employee or client there is a right of appeal to Westward Pathfinder's Board of Trustees. The appeal must be lodged to the Chairperson of the Board within 10 normal working days of the receipt of the Chief Executive's decision.

The Chairperson will make arrangements with all relevant parties of the appeal to be heard and notify all parties of the date of the hearing 10 normal working days before the date of the appeal hearing.

The Chairperson can require any additional information from any employee or client he/she considers may assist. The Chairperson will be supplied with written statements by both parties outlining their points of view and these will be supplied to the Chairperson at least 10 working days before the meeting.

Parties to the hearing must exchange statements of the case prior to the meeting and where possible agree on common factual evidence.

The Chairperson will notify both parties in writing of the outcome of the appeal within 2 normal working days of the meeting.

Notes

After Stage 1, failure to agree at any stage will automatically progress the grievance to the next stage unless withdrawn by the employee or client. During the procedure time-limits referred to can be altered provided that all parties agree.

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