

## **GRIEVANCE POLICY**

## **Introduction**

1 The purpose of this policy is to help resolve any problem that you may have that cannot be resolved in consultation with your line manager. Any grievance will be settled fairly, simply and quickly.

2 CYI will look upon all grievance claims and alleged grievance claims seriously and will take all reasonable steps to ensure that there is no unnecessary delay in the implementation of the grievance procedure.

3 CYI abides by a number of guiding principles:

- You will be given a fair hearing at all times.
- You will have the right to be accompanied by a work colleague or trade union representative of your choice at all meetings.

4 An employee may have a grievance that is affecting their well being or ability to do their job effectively. A grievance may be caused by, amongst other things, harassment, intimidation, incompetent colleagues, a dangerous working environment, a lack of resources to do their job, too great a workload, violence or bullying.

## **Grievance Procedure**

### **Stage 1 – Informal**

5 If appropriate to do so, you should first discuss your grievance with the person concerned.

### **Stage 2 – Formal Grievance**

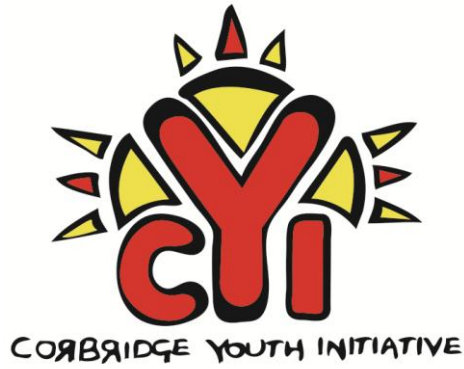
6 If this does not resolve the matter, you should ideally refer it to your line manager. If for whatever reason, this is not possible, you may refer it to the Chair of CYI's trustees. Your grievance should be set out in writing using form attached at annex A.

7 Your grievance will be referred to a meeting that you will be entitled to attend and address, either yourself or through and with a representative. Following the meeting a decision will be given to you in writing and you will be notified that you have the right to appeal to the CYI staff management committee against the decision.

## **Appeals**

8 You will be entitled to appeal against the decision if you are unsatisfied with it. If you do wish to appeal, you must inform the Chair of trustees in writing within 5 days, setting out the grounds of appeal.

9 A further meeting will be held at which your appeal will be considered. After the appeal meeting you will be informed in writing of the final decision.



**GRIEVANCE FORM – STAGE TWO**

For use by employee making a formal complaint

Employee's surname: .....

Employee's Forename .....

Position held: .....

Trade Union Representative or Work Colleague who will accompany you to the hearing

.....

Contact telephone number: .....

**Summary of Complaint:**

**Summary of attempt to resolve informally:**

**Preferred Outcome:**

**Signed .....**

**Date .....**

Complete form and give to your line manager or where this is not appropriate to the Chair of the CYI Trustees.