

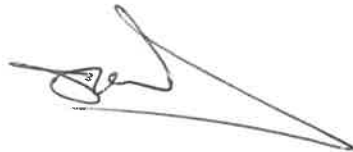
# highlights

rural touring scheme

## Grievance Procedure

Updated July 2021  
Due for Review July 2023

Signed:



Date:

9/7/2021

**HIGHLIGHTS' GRIEVANCE PROCEDURE**

Contents

- 1. AIMS..... 3
- 2. POLICY STATEMENT ..... 3
- 3. ADVICE AND GUIDANCE..... 3
- 4. THE PROCEDURE ..... 3
- 5. USING MEDIATION..... 5
- 6. APPENDICES ..... 6

## **1. AIMS**

Highlights Productions wishes to encourage the open and frank discussion of workplace issues and for solutions to individual problems to be sought through discourse between the affected parties. However, it is recognised that there may be occasions where a formal approach to grievances is required.

## **2. POLICY STATEMENT**

- a) This grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the management of the Highlights Productions.
- b) The aggrieved employee has the right to representation by a Trade Union Representative or a work colleague.
- c) In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve Highlights employees.
- d) Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended by agreement.
- e) This procedure is not intended to deal with: Dismissal or disciplinary matters which are dealt with in a separate procedure.

## **3. ADVICE AND GUIDANCE**

At the outset of any grievance activity, the Director should contact the Management Committee for general advice and guidance.

## **4. THE PROCEDURE**

Where an issue is identified as a grievance matter the following procedure will be followed:

### **a) STAGE 1**

- i) An employee who has a grievance, should raise the matter with his/her line manager immediately either verbally or in writing. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to their superior.
- ii) If the manager is unable to resolve the matter at that time, then a formal written grievance form should be submitted (see appendix 1). The manager should then respond within 2 working days (i.e. the managers normal working days) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the managers decision and who to appeal to if still aggrieved.

### **b) STAGE 2**

- i) In most instances, the Highlights would expect the manager's decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned.

- ii) The appeal, to the manager next in line, must be made within ten working days of the original response to the employee's grievance. The appeal must be in writing (see appendix 2) and contain the original formal Grievance form.
- iii) A grievance hearing will be held within 10 working days of receipt of the grievance form, subject to any need to carry out preliminary investigations.
- iv) You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform the person conducting the grievance hearing as soon as possible.
- v) If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may be conducted in your absence.
- vi) At the meeting, you will be asked to explain the nature of your complaint and what action you feel would be appropriate to resolve the matter. The meeting may be adjourned to allow further investigations to take place.
- vii) While you will be given every opportunity to explain your case fully, you should confine your explanation to matters that are directly relevant to your complaint. Concentrating on irrelevant issues or incidents that took place long before the matters in hand is not helpful and can hinder the effective handling of your complaint.
- viii) The person conducting the hearing will intervene if the discussion is straying too far from the key issue. He or she may also intervene to ensure that the meeting can be completed within a reasonable timeframe, depending on the nature and complexity of your complaint.
- ix) Following the meeting, you will be informed in writing of the outcome within five working days and told of any action that we propose to take as a result of your complaint. If you are dissatisfied with the outcome, you may make a formal appeal.
- x) Where the 'next in line' manager at this stage is the Chair of Trustees, then the grievance should immediately progress to stage 3.

**c) STAGE 3**

- i) If the employee remains aggrieved there will be a final level of appeal to the Chair of Trustees. This appeal must be made in writing (see appendix 3), enclosing a copy of the original Formal Grievance form, to the Chair within ten working days of receipt of the Stage 2 response.
- ii) The Chair will arrange and hear the appeal with another Trustee. The appeal will be held within 10 working days of receipt of the appeal form, subject to any need to carry out preliminary investigations.
- iii) You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform the person conducting the appeal as soon as possible.
- iv) If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the appeal may be conducted in your absence.

- v) At the meeting, you will be asked to explain the nature of your complaint and what action you feel would be appropriate to resolve the matter. The meeting may be adjourned to allow further investigations to take place.
- vi) While you will be given every opportunity to explain your case fully, you should confine your explanation to matters that are directly relevant to your complaint. Concentrating on irrelevant issues or incidents that took place long before the matters in hand is not helpful and can hinder the effective handling of your complaint.
- vii) The person conducting the appeal will intervene if the discussion is straying too far from the key issue. He or she may also intervene to ensure that the meeting can be completed within a reasonable timeframe, depending on the nature and complexity of your complaint.
  - ii) The person conducting the appeal will respond formally with a full explanation within 20 working days.
  - iii) Where a grievance is raised against the chair of Trustees then the grievance will be heard by a panel of at least two other Trustees.
  - iv) There is no further right of appeal. Where however both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

## **5. USING MEDIATION**

- a) An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.
- b) There are no hard-and-fast rules for when mediation is appropriate, but it can be used:
  - i) for conflict involving colleagues of a similar job or grade, or between a line manager and their staff.
  - ii) at any stage in the conflict as long as any ongoing formal procedures are put in abeyance.
  - iii) to rebuild relationships after a formal dispute has been resolved.
  - iv) to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.
- c) Mediation is not part of Highlights formal grievance procedure. However, if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

## **6. APPENDICES**

### **Appendix 1: Notification of a Formal Grievance**

**To:**

**From:**

**Date:**

**Immediate Superior:**

**Dear**

**I wish to take a formal grievance out against:**

**in line with the Highlights Grievance Procedure. The details of my grievance are shown below:**

**Yours sincerely,**

**(Manager should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed)**

## **Appendix 2: Notification of a Stage 2 Grievance**

**To**

**From**

**Date**

**Immediate Superior**

**Dear**

**On (within 10 days of the response to the initial formal grievance) my grievance against was heard by**

**I am not satisfied with the outcome of this meeting and would like to appeal to yourself for a further hearing of my grievance, in line with the Highlights Grievance Procedure.**

**I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.**

**Yours sincerely**

**(Manager should hold a hearing to respond to this formal written grievance within 10 days unless an extended period for response is mutually agreed)**

### **Appendix 3: Notification of a Stage 3 Grievance**

**To (Chair of Trustees):**

**From:**

**Date:**

**Immediate Superior:**

**Dear**

**On (within 10 days of the response to the second stage of the formal grievance) I appealed to against the decision made at my initial grievance against:**

**I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the Highlights Grievance Procedure.**

**I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.**

**Yours sincerely**

**(Chair of Trustees should hold an appeal hearing to respond to this formal written grievance within 10 working days unless an extended period for response is mutually agreed)**