* 1. **Grievance Procedure**
     1. **Purpose and Scope**

It is KCSC’s policy to ensure that employees with a grievance relating to their employment can use a procedure that can help to resolve grievances as quickly and as fairly as possible

The purpose of this procedure is to set out a framework for helping to resolve grievances quickly and effectively.

* + 1. **Dealing with Grievances Informally**

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you.

If an employee has a problem with any member of staff, and is unable to sort it out informally, the matter should be referred to his/her immediate line-manager. If the issue is with your line manager, then you may refer to the CEO (or Chair if issue is with the CEO). You may be able to agree an informal solution between you. In some cases, this may also involve assistance such as mediation.

**Guidance on raising a problem or complaint:**

* Clearly define the issue (with examples where appropriate)
* Describe the impact that it is having on you and/or the role (again with examples) and
* Think about how the problem could be resolved / the resolution you seek
  + 1. **Formal Grievance**

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your manager, together with the resolution you seek.

Where your grievance is about your manager and you feel unable to approach him or her you should talk to another more senior manager or the CEO. In the case of the CEO, the matter should be raised with the Chair of the Board of Trustees.

* + 1. **Grievance Hearing**

Your manager (or Chair, see above) will aim to arrange a meeting to discuss your grievance usually within 5 working days. You have the right to be accompanied by a colleague or trade union representative at this meeting.

You have the right to call witnesses, who can provide evidence on your grievance. You need to declare those witnesses in advance of the meeting.

You will be provided with a timetable for the process, including the time and the place for the hearing in advance of the meeting. An arrangement will be made for a person who is not involved in your case to take notes.

After the meeting you will be given a decision in writing, normally within 5-10 working days.

* + 1. **Hearing Process**

KCSC will:

* Hold the meeting in private where there will be no interruptions
* Ensure who else could hear the complaint if the grievance concerns the line manager
* Tell employees about the right to be accompanied
* Ensure an open discussion of the issues and give the employee a chance to say how they think it can be resolved
* Consider adjourning the meeting if further advice needs to be sought
* Avoid snap decisions – even if the solution at first seems obvious, there may be repercussions to consider
* Give you the employee the chance to appeal if not happy with the outcome
  + 1. **Appeals**

If you wish to appeal against the outcome you must do so in writing to the CEO/Chair within five working days of the decision having been made. The CEO/Chair will either hear the appeal or appoint another person or panel to hear the appeal. The appeal will be heard by someone who is unconnected with the original complaint. The person/panel hearing the appeal will arrange to meet with you before making a decision. You will have the right to be accompanied at that meeting either by a trade union representative or a work colleague.

* + 1. **Confidentiality**

All staff members must treat as confidential any information communicated to them in connection with an investigation / grievance. Failure to do so could itself lead to disciplinary action.

Staff members are not permitted to make any electronic recordings of any investigative meetings, disciplinary or appeal hearings. A representative, or any companion or witnesses who may accompany a member of staff to any meetings or hearings are also forbidden from making electronic recordings. However, a note taker will be present at formal hearings in order to produce and distribute an accurate written record of the meeting.