



Glebe Chapel policy document

Grievance procedure

This grievance procedure is intended as the tool by which a member of staff may formally have a grievance regarding their employment heard by a senior representative of the chapel.

In the event of a member of staff feeling aggrieved about some aspect of their employment, they are encouraged to resolve the matter informally if possible and appropriate. It is understood however, that this is not always possible or appropriate and that a formal grievance procedure is required to ensure that matters are addressed in a prompt and consistent manner.

This procedure is not intended to deal with dismissal or disciplinary matters (which should be dealt with as an appeal within the disciplinary procedure).

Informal Resolution – using mediation

An independent third party or mediator can sometimes help resolve grievance issues without the need to invoke the formal grievance 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 there to facilitate the process of resolving the problem not to advise or determine what the outcome should be.

Glebe Chapel has identified specific staff to support the informal resolution of grievances by acting as internal mediators in addition to their day job. If it is not appropriate to involve an internal mediator the chapel will source an external mediator.

By way of example, mediation may be appropriate and could be used in the following situations:

- for conflict involving colleagues of a similar job or grade, or between a manager and their staff;
- to rebuild relationships after a formal dispute has been resolved;
- to address a range of issues, including relationship breakdown, personality clashes, communication problems.

Mediation is not part of the chapel's 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 mediation. If mediation is not successful, then the grievance procedure can be re-commenced.

The procedure

Grievance Meeting

If an employee has been unable to resolve their grievance informally, they should use the grievance procedure to raise the matter formally and without unreasonable delay with the elder with responsibility for staff. If the matter itself concerns this elder, then the grievance should be raised with any other member of the eldership team. The nature of the grievance should be set out in writing.

On receipt of a formal written grievance the elder will invite the employee to a formal grievance meeting during which the employee will be invited to explain their grievance and how they wish it to be resolved. This should be arranged without unreasonable delay and where possible within 5 working days of receipt of the grievance.

The employee has the right to be accompanied at this meeting by a companion (fellow worker, Trade Union representative or an official employed by a Trade Union). If the employee's chosen companion is not available at the time proposed for the meeting, provided that the employee's choice of companion is reasonable, the meeting will be rescheduled for a time proposed by the employee so long as the request is reasonable and within 5 working days of the date originally proposed.

Following the grievance meeting, it may be appropriate to carry out further investigation before deciding on what action(s) to take. Once these have been completed, the decision and any resulting action(s) should be communicated to the employee in writing without unreasonable delay, and where possible within 5 working days. The written communication should also advise the employee of their right of appeal if they are not satisfied with the outcome and the person to whom an appeal should be addressed.

It may be appropriate to hold a meeting with the employee to communicate the outcome of the grievance. This is in addition, not instead of, providing written confirmation of the decision as outlined above.

Appeal

If an employee is dissatisfied with the outcome of the grievance, they should set out their reasons in writing and submit this to the Chair of Trustees.

Appeals should be submitted within 5 working days of receipt of the original grievance decision.

The employee will be invited to an appeal meeting during which they will be invited to explain the reason(s) for their dissatisfaction with grievance decision. This will be arranged without unreasonable delay and where possible within 5 working days of receipt of the appeal.

The employee has the right to be accompanied at this meeting by a companion (fellow worker, Trade Union representative or an official employed by a Trade Union). If the employee's chosen companion is not available at the time proposed for the meeting, provided that the employee's choice of companion is reasonable, the meeting will be rescheduled for a time proposed by the employee so long as the request is reasonable and within 5 working days of the date originally proposed.

Following the appeal meeting the outcome of the appeal will be communicated to the employee in writing without unreasonable delay, and where possible within 5 working days. It may be appropriate to hold a meeting with the employee to communicate the outcome of the appeal. This is in addition, not instead of, providing written confirmation of the decision as outlined above.

There is no further right of appeal.