

## **Hinckley Homeless Group**

### **Staff Complaint / Grievance Procedure**

#### **Definitions**

'Group' –	Hinckley Homeless Group
'Worker' –	employees or volunteers who work for the Group
'Management Committee' –	the Management Committee of Hinckley Homeless Group
'Member' –	a member of the Management Committee of Hinckley Homeless Group

#### **Status**

This procedure is the current procedure for the Group. It will be subject to review and may be amended in the light of good practice and legislative changes. This procedure is to be used where a Worker has a complaint or grievance about an action (or omission) which the Management Committee as the employer or another Worker has taken or is considering taking. Such actions (or omissions) could relate to pay, conditions of employment / work, treatment or policy implementation.

#### **Informal Procedure**

As a first step the Worker should raise the complaint / grievance with the Project Manager or Member(s). An informal resolution should be sought with co-operation from both parties. If the Worker does not believe their complaint / grievance has been resolved then they may move into the formal procedure. Although this procedure is not compulsory, we would strongly recommend that any worker should try to resolve a complaint or grievance in an informal manner in the first instance.

#### **Formal Procedure**

The Worker sets out in writing the complaint / grievance and sends it to the Project Manager or the Management Committee.

An investigating officer (usually the Project Manager or a Member not involved in the issue) looks into the matter(s) raised in the complaint / grievance and produces their findings in a report. If a number of Workers have a complaint / grievance about the same or similar matters then these can be investigated together. If a Worker raises a complaint / grievance during a disciplinary investigation or meeting / hearing, then the

disciplinary and grievance matters should be considered together under the disciplinary procedure.

The Worker is invited to a meeting / hearing and sent a copy of the investigation report. The meeting / hearing is chaired by a Member and can hear a number of complaints / grievances from different Workers if they concern the same or similar issues. The meeting / hearing can be adjourned once for unavailability. The Worker can be accompanied by a friend, colleague or trade union official. The Worker and the investigating officer present all of the relevant issues or findings at the meeting / hearing. The decision of the chair is sent to the Worker in writing and they are given a right of appeal against the decision.

If the Worker wishes to appeal he / she must request this in writing within 28 days of notification of the decision. An appeal meeting / hearing will be held if so requested by the Worker. The Worker will be invited to attend and can be accompanied by a friend, colleague or trade union official. The meeting / hearing will be adjourned once for unavailability. It will be chaired by a Member and will not be a re-hearing of the issues but a consideration of the fairness of the original decision. The Worker and the original decision maker will present all of their issues or findings and the Worker will be notified in writing of the appeal decision.

## **Outcomes**

These depend on the issues being raised and can range from a finding that the complaint / grievance is not upheld, to policy changes or possibly disciplinary action.

The Management Committee is responsible for ensuring that the Staff Complaint / Grievance Procedure is subject to full review on a regular basis, not to exceed a period of 5 years.