



GRIEVANCE PROCEDURE

Informal Grievances

If an employee has a grievance relating to any aspect of his or her employment the Company encourages the employee to try to settle the grievance informally by raising it with the Care Manager. If the employee does not wish to raise the matter informally, or if a grievance raised informally has not been resolved to the employee's satisfaction, the employee may take the matter further by raising a formal grievance.

Formal Grievance Procedure

The employee must set out the grievance and the basis for it, in writing and submit it to the Care Manager. If the employee's grievance is against the Care Manager, the employee should direct their grievance to the Registered Manager.

The employee will be invited to a meeting to discuss the grievance; this will normally be within five working days. The employee must take all reasonable steps to attend this meeting. Following the meeting an investigation will be conducted as necessary to establish the facts as regards the issues complained of. This will be conducted with appropriate confidentiality and with due respect for all the parties concerned.

The Company will aim to inform the employee in writing of its decision in response to the grievance within three working days of the meeting, subject to the completion of its investigation. The employee will have the right to appeal this decision.

Grievance Appeal Procedure

All appeals must be made in writing to the Registered Manager no later than the end of the third working day after the Company's decision was notified in writing to the employee. The Company will hold an appeal meeting as quickly as possible, normally within five days, where the employee will be given the opportunity to state their case. The meeting will be chaired by a person who has had no involvement with the complaint wherever this is possible, and the employee must take all reasonable steps to attend this meeting.

The Company will aim to inform the employee in writing of its decision in response to the employee's appeal within three working days of the meeting. The decision at this stage will be final.

At all stages of the Grievance Procedure an employee is entitled to be accompanied by a fellow employee or a trade union official.