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| **Bryn a Môr Mission Area** |
| **Grievance Policy** |

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| Adopted by the MAC 08.10.2018  Signed: …………………………………………………….  Revd Dot Gosling (Mission Area Leader) |

**GRIEVANCE POLICY**

* 1. This grievance policy is non-contractual and does not form part of your Contract of Employment.
  2. It is the Bryn A Môr Mission Area’s policy to ensure that all employees have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. The Bryn A Môr Mission Area’s aims to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied with the outcome.
  3. If you have a grievance and you would like it to be dealt with informally, it is suggested that you first raise it verbally with your manager. If you feel unable to speak to your manager (for example because your manager is the subject of a grievance) then you should raise your concerns informally with the Diocesan Secretary. Every effort will be made to resolve your grievance at this stage. Your immediate superior will endeavour to deal with your grievance within five working days.
  4. If you are not entirely satisfied with the outcome or if you wish to make a formal grievance then you should raise the matter in writing to the Diocesan Secretary, without unreasonable delay. Where the grievance concerns the Diocesan Secretary then the matter will be referred to the Chairperson of the H.R. Sub Committee who will convene within five wording days to consider the matter. Your grievance letter should set out the nature of your grievance including relevant facts, dates and individuals involved and the outcome you are looking for. In some situations the Bryn A Môr Mission Area may ask you to provide further information.
  5. The Bryn A Môr Mission Area’s formal grievance procedure has three clear stages as follows:-
     1. Investigation by the Bryn A Môr Mission Area. The Bryn A Môr Mission Area will carry out such reasonable investigation as necessary so that it can properly deal with your grievance. The amount of any investigation required will depend on the nature of your grievance. It may involve interviewing and taking statements from you and any witnesses and/or reviewing relevant documents.

You must cooperate fully and promptly in any investigation. This may include informing the Bryn A Môr Mission Area of the names of any relevant witnesses, disclosing any relevant documents to the Bryn A Môr Mission Area and attending interviews as part of the investigation.

The Bryn A Môr Mission Area may initiate an investigation before holding a grievance meeting where it is considered appropriate. In other cases, the Bryn A Môr Mission Area may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases, the Bryn A Môr Mission Area will hold a further grievance meeting with you after the investigation and before reaching a decision.

* + 1. Grievance hearing. The Bryn A Môr Mission Area will hold a grievance hearing at which it will carefully consider those complaints made by you. You will have an opportunity to state your case and question any witnesses (although this may be in writing and not in person). After the grievance meeting, the Bryn A Môr Mission Area may carry out further investigations and hold further grievance meetings as the Bryn A Môr Mission Area considers appropriate. In these circumstances, such meetings will be arranged without unreasonable delay. The decision of the person hearing the grievance will be confirmed in writing to you.
    2. Appeals. You have the right to appeal if you are not satisfied with the outcome of the grievance hearing. You should appeal by writing to the person specified in the letter confirming the outcome of the grievance hearing, normally your manager or the Diocesan Secretary,within five working days of being notified of the outcome. Your letter should clearly state the grounds upon which you are lodging your appeal. A further hearing will then be arranged in order to consider your appeal. Where possible, this will be dealt with by a Chairperson of the H.R. Sub Committee who has not previously been involved in the case (although they may ask anyone previously involved to be present). The decision of the appeal officer will be notified to you in writing without unreasonable delay and will be final and binding.
  1. At all stages of the grievance procedure you will:-

* + 1. Be given the opportunity to explain your grievance, how you think it should be resolved and to respond to all information and evidence produced by the Bryn A Môr Mission Area.
    2. Have the opportunity to be accompanied by a work colleague, a trade union representative or an official employed by a trade union. A trade union representative who is not an employed official must have been verified by their union as being competent to accompany you. You and your companion (if any) should make every effort to attend grievance meeting(s). If you or your companion cannot attend at the time specified, you should inform the Bryn A Môr Mission Area immediately and the Bryn A Môr Mission Area will try, within reason, to agree an alternative time.

To exercise the right to be accompanied, you must first make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However, it would not normally be reasonable for you to ask to be accompanied by a companion whose presence would prejudice the hearing, nor would it be reasonable for you to ask to be accompanied by a companion who is based at a remote geographical location in circumstances where there is someone suitable and willing to undertake the role who is available on site.

Your companion may make representations to the Bryn A Môr Mission Area to put and sum up your case, respond on your behalf to any views expressed during the meeting and ask questions. The companion should not answer questions on your behalf, address the hearing if you do not wish it or prevent you from explaining your case. You may confer privately with your companion at any time during the meeting.

* + 1. Have the most appropriate level of management deal with the hearing or appeal and where the manager in question was directly involved in the issues in dispute or under review an alternative person with appropriate seniority will deal with the matter.
    2. Be able to request mediation by an independent third party if this is agreeable to the Bryn A Môr Mission Area. The grievance process will be suspended whilst any agreed mediation is ongoing.
  1. The grievance procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the Disciplinary Policy.
  2. If you experience difficulty at any stage of the grievance procedure (e.g. for a reason related to a disability or because English is not your first language), you should discuss the situation with your manager as soon as possible.