

Grievance Policy and Procedure

Introduction

- CREST is committed to the development of good employee relations and believes that grievances should be resolved as early as possible
- CREST aims to operate personnel policies and procedures that are fair, consistent and clearly formulated

Purpose

- To enable grievances to be resolved as quickly as possible, to prevent long standing feelings of discontent and low morale

Application

- The following procedure should be used for grievances
- This procedure does not cover disciplinary matters, which has a separate procedure

Time Limits

- The time limits described here should be regarded as the maximum that may be required at each stage. If a grievance needs to go to the next stage, this should be done as quickly as possible
- If it is necessary to extend any of these time limits, this must be by mutual agreement

Grievance Procedure

Informal Stage

- Any employee who has a grievance should first try to resolve it by direct approach to the person involved or in discussion with the manager
- Both parties should try to resolve the problem at this stage as quickly as possible
- There may be exceptional cases where the employee would find it difficult to approach the manager; in these circumstances the employee should approach the Chair of the Management Committee

Formal Process - Stage 1

- If the matter cannot be resolved through this informal process, the employee has the right to request a formal meeting with the Service Manager
- This meeting will normally be arranged within five working days of the request being made. An employee may be accompanied at the meeting
- If the grievance is resolved at this stage, this will be recorded; a note will be made of the main points of the discussion which will be given to the employee
- If the grievance or part of it is not resolved at this stage, an agreed statement signed by both parties will form the basis of subsequent stages

Stage 2

If the matter is still unresolved after the first formal stage, the employee has the right within five days to request a meeting with the manager

- This meeting will normally be arranged within ten working days of the employee's request. An employee is entitled to be accompanied at the meeting
- The grievance will be as contained in the agreed statement following Stage 1
- If the grievance is resolved at this stage this will be recorded a note will be made of the main points of the discussion which will be given to the employee and her/his representative

Stage 3

- If the matter is still unresolved at this stage the employee may refer it further. This must be made within ten working days of the meeting under Stage 2
- This meeting of the panel will normally be arranged within 15 working days of the request
- Both parties will provide written statements. The substance of the grievance will be as recorded in the notes of Stages 1 and 2 which will also identify areas where the grievance has been resolved
- In many cases it may be possible for the panel to provide an immediate decision, in which case it will be given to both parties and confirmed in writing. If an immediate decision is not possible it must be given no later than five working days after the hearing

Stage 4

- In those exceptional circumstances where the panel is unable to solve the grievance the employee may request that a suitable independent conciliator be nominated

Procedure

- The employee or their representative will present their case to the panel in the presence of the management representative and the employee may call witnesses
- The management representative then has the opportunity to ask the employee or their representative and witnesses any questions
- The panel will then have the opportunity to ask the employee and their witnesses any questions
- The employee will have the opportunity to re examine the witnesses on any matters raised during the questioning
- The management representative then presents their case to the panel in the presence of the employee and will call witnesses if required
- The employee will then have the opportunity to question the management representative and their witnesses
- The panel then has the opportunity to question the management representative and their witnesses
- The management representative then has the opportunity to re examine the witnesses on any matters raised during the questioning
- The employee and the management representative will have the opportunity to sum up if desired. However, no new matters can be raised and the employee has the right to speak last
- The panel, throughout, has the right to invite either party to explain an issue or provide more detail. They are entitled to ask whether statements being made are supported by witnesses to be called. If not, they are entitled to examine the party providing the statement
- The panel has the discretion to adjourn the hearing for any reason
- Once the hearing has been completed, all but the panel and note taker will withdraw
- The panel, together with the note taker, will consider the case in private. If they have any points of uncertainty which they need to clarify, then both parties will be called back in
- The panel, with the full authority of the Management Committee will decide whether or not to uphold the grievance. The decision of the panel will be confirmed in writing.