

## Harrow Shared Lives Scheme Policy & Procedure No. 53

### Grievance Procedure for Workers and Managers in the Service

The Harrow Shared Lives Scheme is required by law to have a Grievance Procedure. This is like a complaints procedure but is specifically for employees. It enables workers or managers in the service to raise any concerns they may have about their job, the terms and conditions of their employment, or the way that their managers or colleagues or people using the service treat them.

#### How would this happen?

Within 4 weeks of starting work new people who are employed by the service will be given written information about the terms and conditions of employment, the required standards of conduct and practice and the disciplinary and grievance procedures, which can be used if there are problems, related to their work.

If they have a grievance they should first of all try to sort this out informally with their line manager or, if the grievance is about that person, then they should contact the next most senior person. If this does not resolve the problem they can follow the formal grievance procedure by sending their Registered manager – Ewa Kus a written statement or letter which gives the details of the grievance(s), including dates and times if applicable.

A grievance meeting will be arranged within 28 days and will be chaired by the Registered manager – Ewa Kus This allows time for the line manager or another person to investigate the issue before the meeting, if necessary. A representative can accompany the worker to this meeting (and any subsequent ones) if they wish. The meeting gives a chance to be clear about the issues, what has already been done informally to try to sort it out and what suggestions there are for how the problem can be resolved.

The chairperson will make a decision based on the information that is available at this meeting. If not satisfied with this decision the worker can

appeal by writing to Nominated Individual – Angela Morris. A further meeting will be arranged and a final decision made.

If the worker is still not satisfied by the actions taken or decisions made and believes his/her employment rights have not been met, he/she can make a complaint to an Employment Tribunal.

**See these other policies and procedures and documents for further information on:**

- Standards of conduct and practice
- Equal opportunities
- Training and development
- Recruitment and employment of workers and managers
- Whistleblowing
- Harassment and bullying
- Disciplinary procedure (for workers and managers in the service)