

## **Grievance Procedure**

### **Introduction**

All staff should familiarize themselves with Dyslexia Cornwall's rules and procedures, including the statutory procedures concerning dismissal, discipline and grievance. This procedure is not intended to be part of your contract of employment.

The object of the grievance procedure is to enable employees who consider they have a grievance or complaint arising from their employment with Dyslexia Cornwall to have it dealt with at the nearest appropriate level within as short a time as possible. Anyone wishing to use this procedure can do so freely and without prejudice to his/her position in Dyslexia Cornwall. It applies to all employees, irrespective of job or grade.

Grievances are usually problems or concerns about work, working conditions or relationships with colleagues and can include terms and conditions, health and safety, bullying and harassment, working practices, working environment, organizational changes and equal opportunities.

At all stages of the grievance procedure you may be accompanied by a fellow worker or other person of your choice.

Each step of the grievance procedure will be processed without unreasonable delay.

At any of the meetings, in addition to the line manager, Dyslexia Cornwall may elect to involve another manager if it considers the inclusion of another party to be desirable.

## **The Normal Procedure**

### **Informal**

If you have a grievance about your employment you should discuss it informally with your line manager. The majority of concerns should be resolved at this stage.

### **Formal**

If the matter cannot be dealt with informally or you are not satisfied with the outcome, it should be raised formally with your line manager.

#### **Step 1**

In the first instance all grievances must be submitted to your immediate superior. He or she will confirm in writing the nature of your grievance to avoid misunderstanding. He or she will attempt to deal with the matter after making such consultations as are necessary.

#### **Step 2**

- a) Every opportunity will be given for your grievance to be stated and thoroughly discussed. You will be invited to attend a meeting to discuss your grievance. You must take all reasonable steps to attend this meeting, and you have the right to be accompanied by a colleague if you wish. You must notify your line manager if you wish to bring someone with you and give their name. After the meeting, you will be informed of the result, and what further action will be taken where appropriate. A decision will be normally given within 10 working days of the meeting unless further investigation is required or where this has been extended by mutual consent. If you are not satisfied with the response, you can appeal against the decision in writing within 5 working days of being informed of the outcome of the grievance, or such longer period where this has been extended by mutual consent.
- b) If the complaint or grievance relates to your immediate superior, the grievance can be raised with the next level of management.

- c) If the matter is not resolved to your satisfaction within a reasonable time, you can raise it with the next level of management.

### Step 3

- a) If you wish to appeal, you will be invited to a further meeting. You must take all reasonable steps to attend this meeting, and you have the right to be accompanied by a colleague if you wish, to assist you and make submissions for consideration. You must notify your line manager if you wish to bring someone with you and give their name.
- b) This will be heard by a more senior manager where this is reasonably practicable.
- c) After the appeal meeting, you will be informed of Dyslexia Cornwall's decision. This decision is final and the grievance procedure is exhausted following this stage.

### **Statutory modified grievance procedure**

This may be used instead of the standard procedure when an employee has left Dyslexia Cornwall and both the employee and the employer agree in writing to dispense with the need for a meeting. It may also be used where it is impracticable to meet face to face.

### Step 1

You must send a written statement setting out your grievance and the basis for it to Dyslexia Cornwall as soon as possible, but in any case within 3 months of leaving Dyslexia Cornwall.

### Step 2

Dyslexia Cornwall will reply in writing responding to the points raised as soon as possible and not later than 28 days after receipt of your written statement.

### **Monitoring and review**

The Board of Trustees, will regularly review the operation of this procedure.

**This procedure has been approved and authorised by the Trustees of Dyslexia Cornwall.**

Signed:

A handwritten signature in black ink, appearing to be 'BH' followed by a long horizontal flourish.

Name: Barbara Hewett-Silk

Position: Chairperson

Date: 18<sup>th</sup> January 2020

Next review due: January 2021