

# THE GIRLS' BRIGADE IN SCOTLAND (GBS)

## GRIEVANCE POLICY AND PROCEDURE FOR EMPLOYEES

### **1** Purpose and Scope

This policy sets out the GBS's policy in relation to handling grievances. Grievances are concerns, problems or complaints that employees raise. Anyone wishing to use this procedure can do so freely. This policy is not intended for use by volunteers, who should refer to our separate Policy for Resolving Volunteer Problems and Concerns. This policy does not form part of an employee's contract of employment. This policy may be amended by GBS at any time and GBS may depart from the procedure depending on the circumstances of any case.

### **2** Informal Procedure

Most grievances can be resolved quickly and informally through discussions with your line manager. If this does not resolve the problem, you should initiate the formal procedure set out below.

### **3** Formal Procedure

#### **3.1** *State Your Grievance*

The employee should set out their statement of grievance clearly, in writing, and give the statement to their line manager. The statement should set out the nature of the complaint, including any relevant facts, dates, documents, and names of individuals involved so that we can investigate it. If the grievance relates to their line manager, the statement can be given to the next higher level of management in GBS. If the grievance relates to an Executive member, the Chief Executive or National President then one of the persons on the Executive who is not the subject of the grievance should be sent the statement of grievance.

#### **3.2** *Grievance Meeting*

Following the receipt of a statement of grievance, the person dealing with the grievance will arrange for a meeting to be held to seek to resolve the matter, normally within one week. The employee may be accompanied by a colleague or trade union representative if the employee makes a reasonable request in advance and tells GBS the name of the companion. At the meeting, the employee will be given the opportunity to explain their grievance and how they think it should be resolved. If appropriate, the meeting may be adjourned to allow for investigation to take place if necessary.

#### **3.3** *Decide on Appropriate Action*

Following the meeting, the person hearing the grievance will decide whether the grievance is justified and, if so, what action to take to resolve the grievance. A written response to the grievance will be given to the employee along with notification of the right to appeal the decision.

## *Appeal*

If the employee feels the grievance has not been satisfactorily resolved, they may appeal the decision. Appeals will be heard by the Chief Executive or such other person as GBS may nominate. The employee should notify GBS that they wish to appeal and their grounds for doing so within seven calendar days of being sent the written response mentioned at 3.3. The employee should enclose copies of any documentation they intend to rely upon. The employee will then be invited to an appeal meeting, normally within two weeks of receiving the appeal. They will be notified of the date, time and venue of the meeting. The employee has the right to bring a companion (a colleague or trade union representative) to this meeting. Within a reasonable period after the appeal meeting, the employee will be informed of the decision in writing. The decision is final with no further right of appeal.