



BEYOND LIMITS

Beyond the limits of conventional support

Grievance Policy

May 2023
Review May 2024

This policy clarifies our approach to ensuring that we have robust processes in place to respond to grievances.

INTRODUCTION

To be able to provide an excellent service for the people we support, Beyond limits requires good working relationships between colleagues. We aim to work within the principles of a just culture and fair blame (see separate policy) environment, where all colleagues feel listened to and have the ability to identify and have what support is required to resolve issues before they become untenable. We recognise however that there may be times when a colleague may feel they have been treated unfairly or disrespectfully by another colleague.

GRIEVANCE PROCEDURE

Every colleague has a responsibility to raise any grievance promptly and reasonably and to assist Beyond Limits, if required in any investigation. This grievance procedure should be followed in its entirety.

Using the grievance procedure will not prejudice your future employment prospects in any way. Records or written evidence of matters raised under the procedure will not be retained in your personal file after the problem has been resolved.

Most grievances can be resolved quickly and informally through discussion with a line manager or a senior colleague. If this does not resolve the problem, colleagues should initiate the formal procedure set out below. This procedure applies to all colleagues regardless of length of service; however, it does not apply to agency workers or self-employed contractors. This procedure does not form part of any colleague's contract of employment. It may be amended at any time and Beyond Limits may depart from it depending on the circumstances of individual cases.

PLEASE NOTE:

A grievance is about how a colleague has been treated. It is different from an allegation or disclosure. Where someone wishes to raise a complaint, a safeguarding issue or wishes to whistle-blow, then colleagues should refer to these specific policies. Please speak to a senior colleague if you have any doubt about the correct procedure.

STEP ONE

SPEAK WITH YOUR LINE MANAGER

If you have a grievance, you should discuss this with your line manager in the first instance. If your attempts to resolve the issue with your manager fail, you can call upon the named arbitrator as stated in your support and supervision contract. The role of the arbitrator is to support both parties to have a respectful conversation aimed at finding a solution. Most grievances can be resolved this way, however, if attempts to resolve the matter at this stage do not work, it may be appropriate to escalate the grievance to the next stage.

STEP TWO

WRITTEN GRIEVANCE

Staff should put the grievance in writing and submit it to their line manager. If the grievance concerns a line manager, staff should submit it to an appropriate senior colleague (such as a Service Leader or other member of the Central Management Team). The written grievance should clearly set out the nature of the concern, including any relevant facts, dates and names of individuals so it can be investigated.

An investigation will take place in an attempt to resolve the matter within **15 working days**.

While Beyond Limits will make every effort to settle any grievance within the time limits detailed in this policy, this may not be possible on some occasions. In any event the complainant will be written to and kept up to date with all relevant information.

ATTENDING THE GRIEVANCE MEETING

MEETING

The person responsible for investigating your grievance will arrange a grievance meeting, normally within **one week** of receiving a written grievance. The colleague concerned must make every effort to attend.

Colleagues may bring a companion to the grievance meeting if a reasonable request in advance is made, and the investigating officer is informed of the name of the chosen companion. The companion may be either a trade union representative or a colleague, who will be allowed reasonable paid time off from duties to act as a companion. If the companion cannot attend at the time specified, the investigating officer must be informed as soon as possible. They will then try, within reason, to agree an alternative time.

The investigating officer may adjourn the meeting if further investigations are required, after which the meeting will usually be reconvened.

The investigating officer will write to the colleague with the grievance, usually within one week of the last grievance meeting, to confirm the final decision and outline any further action necessary to resolve the grievance. There will be a right of appeal.

APPEALS

If the grievance has not been resolved to the satisfactory standard, colleagues may appeal in writing to a member of the Central Management Team, including HR or a Director, stating the full grounds for appeal, within [one week] of the date upon which the decision was sent or given.

An appeal meeting will be held (normally) within two weeks of receiving the appeal. This will be dealt with impartiality by a [more senior] manager who has not previously been involved in the case. The colleague making the appeal will have a right to bring a companion (as above). A final decision will be made in writing, usually within one week of the appeal hearing. There is no further right of appeal.

Beyond Limits (Plymouth) Limited

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