



# BEYOND LIMITS

Beyond the limits of conventional support

## Grievance Policy

**This policy clarifies our approach to ensuring that we have robust processes in place to respond to concerns that could result in harm or potential harm to a person.**

**January 2024**  
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## INTRODUCTION

Beyond Limits provide supported living services to people living in their own homes. We specialise in providing 'bespoke' packages of care for adults with learning disabilities, autistic spectrum disorders, mental illness, or physical disabilities.

To be able to provide an excellent service for the people we support, Beyond Limits requires good working relationships between employees. Beyond Limits strives to uphold its commitment to a no-blame learning environment and an environment where employees feel listened to. All staff should receive whatever support is required to resolve issues before they become untenable. Beyond Limits realises however that there may be times where an employee feels they have been treated unfairly or disrespected by another employee. This policy aims to outline the process to follow when this may be the case.

Where an employee has a grievance in relation to any aspect of their employment or with their employer, they should raise this initially with their line manager.

Employees should not that a *grievance is about how an employee has been treated*. Where an employee has a complaint concerning how a service is being delivered, this should be raised using the relevant alternative policy, such as the complaints or whistleblowing policy.

## EMPLOYEE RESPONSIBILITIES

You have a responsibility to raise any grievances promptly and reasonably and to assist Beyond Limits if required, in any investigation of the matters raised in your grievance. You should also follow the grievance procedure and attend all meetings arranged under it.

You may raise grievances either formally or informally. If you raise a grievance informally first, you may still raise the grievance formally subsequently if it is not resolved to your satisfaction.

Beyond Limits aims to deal with all grievances promptly and impartially, and to make all reasonable efforts to achieve a satisfactory outcome.

You have the right of appeal against a grievance raised by you. In these cases, Beyond Limits will make every effort for the grievance to be dealt with by a different manager to the person who dealt with the grievance initially.

## INFORMAL PROCEDURE

If you have any grievance, you should discuss this with your line manager in the first instance, who will make every effort to support to resolve the situation on an informal basis.

If your attempts to resolve the issue with your line manager fail, you can call upon your support and supervision arbitrator as stated in your contract of support and supervision. It is important you have someone identified for this purpose. The role of the arbitrator is to step in to help both supervisee and supervisor to have a respectful communication aimed at finding a solution.

If you feel unable to approach your line manager directly, you should approach your support and supervision arbitrator directly, another manager or a more senior member of Beyond Limits, who will discuss with you, ways of dealing with the matter

## FORMAL PROCEDURE

Where an employee has a grievance relating to any aspects of his or her employment, and the initial discussion with their line manager has failed to resolve the grievance, then the grievance should be made in writing to a Service Leader within **7 working days**. The Service Leader will ensure an investigation takes place and will attempt to resolve the matter within **15 working days**.

While Beyond Limits will make every attempt to settle any grievance within the time limits detailed in this policy, this may not be possible on some occasions. In any event, the person with the grievance should be kept up to date at regular intervals with how the grievance is progressing.

## ATTENDING THE GRIEVANCE MEETING

You will be invited to discuss the grievance, normally within 5 working days of us receiving it. Beyond Limits will make all reasonable efforts to deal with all grievances in a fair and consistent way. You must take all reasonable steps to attend the grievance meeting.

Prior to the meeting, you should ensure that you are fully prepared to present your grievance, share any supporting evidence and answer any questions relating to the incident/circumstances in question.

## NOTIFICATION OF THE OUTCOME

After the grievance meeting, an appropriate period of time may be taken to allow for any further investigation and/or the consideration of all of the facts before a decision is reached. Beyond Limits will make all reasonable efforts to deal with formal grievances in a fair and consistent manner.

Beyond Limits will then, normally, inform you in writing of its decision regarding your grievance. The letter will also explain your right to appeal against any decision taken.

## APPEALS AGAINST THE GRIEVANCE OUTCOME

If you are dissatisfied with a decision made regarding a grievance you have raised, you have the right of appeal. Whenever possible, the appeal will be dealt with by a different manager to the person who originally dealt with the grievance.

The investigation will be undertaken by an appropriate person who will attempt to resolve it within a further **15 working days**.

Your appeal must be made in writing within **7 working days**, stating the reason for the appeal, to the individual identified in the decision

## THE APPEAL MEETING

Beyond Limits will arrange and hold an Appeal meeting as quickly as possible, normally within **5 working days**. You will be entitled to attend the appeal meeting and will be given an opportunity to state your case.

You must take all reasonable steps to attend this meeting. If you feel you have a legitimate reason as to why you cannot attend the meeting on the proposed date, you must contact the person named on the invitation letter to inform of this fact immediately.

The meeting may then be delayed to allow for your attendance if this is considered reasonable.

Any decision made at this stage of the process will be final, there is no further recourse of appeal.

## YOUR RIGHT TO BE ACCOMPANIED AT GRIEVANCE MEETINGS

At all formal stages of this procedure, you are entitled to be accompanied by a fellow employee or by a trade union official. If you are under 18, your parent or guardian will be allowed to accompany you.

Should you wish to be accompanied, you must notify Beyond Limits of the name and position of your chosen companion as soon as possible.

**Please Note:**

All meetings provided for in this procedure will be arranged as quickly as possible. It is the intention of the procedure to resolve any issues raised at the earliest opportunity. While every effort will be made by Beyond Limits to settle issues within the time limits indicated, this may not be possible on some occasions. In these circumstances, an extension of time may be arranged and you will be advised accordingly.

