

CLYDESDALE HOUSING ASSOCIATION LIMITED

Policy:	Grievance Policy
Date:	26 March 2025
Lead Officer:	Management Team
Review Date:	March 2028

Standard 5 The RSL conducts its affairs with honesty and integrity.

Guidance 5.1 The RSL conducts its affairs with honesty and integrity and, through the actions of the governing body and staff, upholds the good reputation of the RSL and the sector.

5.2 The RSL upholds and promotes the standards of behaviour and conduct it expects of governing body members and staff through an appropriate code of conduct. It manages governing body members' performance, ensures compliance and has a robust system to deal with any breach of the code.

5.3 The RSL pays due regard to the need to eliminate discrimination, advance equality and human rights, and foster good relations across the range of protected characteristics in all areas of its work, including its governance arrangements.

5.4 Governing body members and staff declare and manage openly and appropriately any conflicts of interest and ensure they do not benefit improperly from their position.

5.5 The governing body is responsible for the management, support, remuneration and appraisal of the RSL's senior officer and obtains independent, professional advice on matters where it would be inappropriate for the senior officer to provide advice.

5.6 There are clear procedures for employees and governing body members to raise concerns or whistleblow if they believe there has been fraud, corruption or other wrongdoing within the RSL.

5.7 Severance payments are only made in accordance with a clear policy which is approved by the governing body, is consistently applied and is in accordance with contractual obligations. Such payments are monitored by the governing body to ensure the payment represents value for money. The RSL has considered alternatives to severance, including redeployment.

5.8 Where a severance payment is accompanied by a settlement agreement the RSL does not use this to limit public accountability or whistleblowing. The RSL has taken professional legal advice before entering into a settlement agreement.

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1. Introduction

Grievances are concerns, problems or complaints you may have with regard to your employment with Clydesdale Housing Association (CHA), e.g. concerning the job, working environment or relationships with colleagues.

CHA wants to ensure that all employees are comfortable that any issues or disputes raised will be looked at and resolved wherever possible.

The organisation encourages employees to raise concerns immediately at the lowest possible level. The organisation will try to resolve the majority of these quickly, using the informal process.

However, sometimes a formal procedure is necessary where the informal process does not reach a satisfactory conclusion, or where it is not appropriate to manage the concerns raised informally.

This policy provides the details of both the informal and formal processes.

This policy applies to all staff within Clydesdale Housing Association.

2. Policy Aims:

- To provide a mechanism for addressing staff concerns in a fair and consistent manner.
- To make sure the organisation complies with its responsibilities within employment law and best practice.

3. General Data Protection Regulations.

The organisation will treat personal data in line with its obligations under the current data protection regulations and the Privacy Policy.

Information regarding how personal data will be used and the basis for processing this is provided in the employee privacy notice.

4. Equal Opportunities

As an employer, CHA encourages equality of opportunity. In particular the observance of equal opportunity requirements as specified in the Equality Act 2010.

We do not discriminate against any member of staff in any way either directly, indirectly or by association because of their age, disability, gender identify (reassignment), marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

5. You can expect the organisation to:

- Listen to the concerns raised in line with the procedures set out below.
- Investigate concerns, as we deem appropriate.
- Provide employees with the opportunity to appeal any formal decision made in line with the policy.

6. We expect that employees will:

- Raise any concerns promptly, while following the correct procedure.
- Use the informal process in the first instance (where appropriate) and only use the formal process where it is necessary.
- Let us know what concerns you have and how these could be resolved.
- Complete the grievance form and pass this to the appropriate manager.
- Co-operate and participate as required in any investigations that take place.
- Start the process with the view of achieving an acceptable outcome for all concerned.

7. Informal Process

We encourage employees to raise any concerns with their line manager. The line manager will discuss the issues and any reasonable solutions with the employee. If you are unhappy with the outcome using this method, you will have the option of raising your concerns formally.

8. Formal Process

The following rules apply for the formal grievance process:

- If an employee wishes to raise a formal grievance, they must complete the grievance form (appendix 1 at the end of this policy).
- At all stages of the formal process, an employee has the right to be accompanied by a trade union representative or a workplace colleague. The person accompanying the employee has the right to summarise the employee's case and confer with the employee. They do not have the right to answer questions on the employee's behalf.
- The organisation will not make any changes connected to the employee's concerns, until it is resolved, the procedure is exhausted, or the employee does not wish to pursue the matter further.
- If the concerns relate to or involve a manager, the concerns will be dealt with at the level above the manager involved.

9. Stage 1

You should first raise your grievance with your line manager, who will try to resolve the matter within 2 working days.

10. Stage 2

In the first instance, you should ask for a meeting with a more senior manager within 5 working days.

They will hold a meeting within 3 working days of your request and carry out an investigation, if required, to give you a decision within 5 working days of the meeting.

11. Stage 3

If you are still not satisfied, you should present the grievance in writing within 5 working days to the chair of the staffing sub-committee or equivalent.

The Chair will then arrange a meeting of the representatives of the committee within 10 working days. The Chair should tell you the date and time of the hearing.

After hearing the grievance, the staffing sub-committee or equivalent will give their decision in writing to you within 3 working days of date of meeting.

12. Stage 4

Appeals from the decision of the representatives of the committee will be to the JNC Appeal Chair.

You should notify the secretary to the JNC appeal panel of your intention to make an appeal in writing within 5 working days of receiving notice of the decision.

The hearing will be arranged within 20 working days, where possible. After hearing the grievance, the JNC Appeal Chair will give their decision in writing to both you and your trade union (if you have one) within 5 working days of the date of the hearing.

This is the final stage of internal appeal process.

13. Right of Appeal

You have the right of appeal against any formal decision taken in a grievance issue. If the matter is not resolved to your satisfaction, you can raise up to two appeals, including JNC appeal depending at which stage your grievance is heard at. Notice of your right of appeal will include details of the time limit within which you must make the appeal.

Please note that if your original grievance is heard by the staffing subcommittee or equivalent at stage 3 of the process, there will only be one appeal to the JNC appeal making the process two stages only.

14. Collective Grievances

Collective grievances are complaints raised on behalf of two or more employees by a representative of a recognised trade union or other appropriate workplace representative. These grievances should be handled in accordance with the procedures set out below.

A collective grievance should be raised using the grievance form which should be clearly marked that it is a collective grievance. This form should be signed by all employees who are raising the concern and indicate if there is a formal representative for the group of employees.

You should first raise these at Stage 2 of the formal procedure.

If the issues are not sorted out after going through the internal procedure, either you or we may refer the matter to ACAS conciliation.

Timescales may be amended at each stage of the procedure if both parties

agree – and for the JNC hearings, each side may apply for an extension which may be granted by the Chair.

15. Outcome

Further to the grievance meeting, an appropriate investigation will take place based on the information provided at the meeting. On completion of investigations the employee will receive a written response providing an outcome along with, where possible, the rationale for reaching this decision. Possible outcomes include the following:

- The employee’s concerns have been upheld
- Some of the employee’s concerns have been upheld, and others have not.
- The employee’s concerns have not been upheld.

Where it is possible, the employee will be provided with the reason/s why any decisions have been made. This does not mean that an employee will automatically have access to the investigation nor witness statements that we have taken.

CHA takes confidentiality of all its staff very seriously and must ensure that it complies with Data Protection requirements. As a result, only information concerning the employee that does not breach the confidentiality of others may be made available. If we take action against one of your colleagues because of your complaint, we will not inform you of this under any circumstances.

16. Grievances raised after employment has ended

If an employee raises a grievance after their employment has ended, the organisation will consider this and respond in writing.

17. Record Keeping

A written record of formal grievances and any proposed solutions will be retained in the employee’s personal file.

18. Review Period

We will review the Policy every three years or sooner if required by statutory, regulatory or best practice requirements.

Approved by the Committee of Management on: 26 March 2025	
Signed:	Signed
Secretary/Chairperson	Staff Member

Appendix 1 - Grievance Form

If an employee wishes to raise a formal grievance, they must complete the following form and give this to their line manager (unless the complaint concerns their line manager, in which case it should be given to a manager a level above their line manager where possible).

Section 1 – About the employee

Name	
Job Title	
Department/Section	
Manager	

Section 2 – Please provide details of the complaint.

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Section 3 – Please provide details of the outcome you would like considered.

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Signature	
Date	