



Making your retirement work for you.

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## **NHS Retirement Fellowship Grievance Policy**

### Policy Statement

NHSRF values its members of staff and recognises the need to be clear, fair and consistent in its dealings with all employees.

The Policy and procedures is intended to provide an agreed means to resolve grievances (concerns, complaints or issues) arising from work.

Where grievances occur, the spirit of the policy seeks resolution with minimum delay. All parties must treat any grievances with absolute confidentiality.

### Scope of the Policy

A grievance is a concern, complaint or issue that is raised by a member of staff in relation to their work during their employment.

Matters raised by former employees, which are formally lodged after an employee has left the Fellowship, fall outside the scope of this policy.

This procedure covers all grievances which relate to work and conditions of service but excludes:-

- a) matters which cannot be directly resolved by the Fellowship e.g. National insurance and income tax, etc.
- b) matters that relate to bullying and/or harassment which are dealt with under the Fellowship's Harassment and Bullying Policy
- c) matters relating to discrimination or any other disciplinary matter dealt with under the Fellowship's Disciplinary Policy
- d) matters relating to public interest disclosure act and whistleblowing which are covered by the Fellowship's Whistleblowing Policy
- e) matters which have already been considered under the grievance procedure within the previous 12 months

Grievances should be raised promptly in the spirit of seeking a resolution and will not normally be considered if they are more than 3 months old.

Grievances should wherever possible be resolved with discussion between the member of staff and the Chief Executive.

The working and management arrangements which applied before the grievance is raised will operate until agreement has been reached or the procedure has been exhausted. In other words the status quo remains.

## Responsibility and Duties

1) Overall responsibility for this policy rests with the Board of Trustees, but operational responsibility is delegated to the Chief Executive, who will ensure:-

- all members of staff are informed of the terms of the policy and procedures that apply to them
- that the policy is implemented and operated effectively
- action is fair and equitable

2) Because of the lack of hierarchy in the Fellowship, any member of staff who has a grievance will raise it with the Chief Executive.

3) The Chief Executive will try to resolve the grievance as quickly as possible.

4) The formal procedure will be used only where it has not been possible to resolve the grievance informally.

## The Procedure

Stage 1 - Where a member of staff has a grievance or problem, this should be raised in writing with the Chief Executive.

The member of staff must, at the outset, clearly declare that she/he is making use of the formal grievance procedure. A formal grievance must be raised in writing prior to discussion with the Chief Executive. The letter should state the nature of the grievance, what informal steps have been taken and what outcome the member of staff is looking for.

The Chief Executive will invite the member of staff to a meeting to discuss the grievance and will endeavour to resolve the matter as quickly as possible.

Following consideration, the Chief Executive will respond within 7 days.

Stage 2 - if the member of staff remains aggrieved, then she/he should refer the grievance to the Chairman of the NHSRF, or, a nominated deputy, in the event of the Chairman's absence, who will:-

- set up a three person panel of Trustees, normally within one a month. The Chief Executive and the member of staff will be present at the panel hearing and copies of any statements or meeting notes from earlier stages will be available to the panel.
- written confirmation of the decision of the panel of Trustees will be sent to the member of staff within 7 days. This decision will be final.

The process applies to all staff but in the case of a grievance against the Chief Executive the point of contact would be with the Chairman or a nominated deputy.

Date policy adopted.....18.09.19.....

Signed ..........

Chairman of the Board of Trustees

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