

Grievance Procedure

If an employee has a grievance relating to their employment it should in the first instance be discussed informally with their line manager. If the matter cannot be resolved informally the following formal procedure should be adopted:

Stage One

If an employee has a grievance which could not be resolved informally with the line manager, the employee should put their grievance in writing to the line manager. The line manager will aim to resolve the grievance.

If the grievance is about the line manager, the employee may take their grievance direct to the line manager's manager.

If the grievance is about the Care and Support Services Manager, Finance Manager or Personnel Manager the employee may take their concern to the Chief Executive.

If the grievance is about the Chief Executive, the employee may take their concern in writing marked "Private and Confidential" to the Chair of the Management Committee, c/o Sandwell Mind, Bradfield House, Popes Lane, Oldbury, West Midlands B69 4PA.

Stage Two

If a satisfactory decision is not reached between the employee and line manager, the grievance may be escalated in writing by the employee to the line manager's manager. The line manager's manager will take an impartial view following consideration of the points raised and verbal discussions with both the line manager and employee, aiming to resolve the grievance.

If a satisfactory decision is not reached between the employee and the Chief Executive (where the grievance is about the Care and Support Services Manager, Finance Manager or Personnel Manager) the employee may take their concern in writing marked "Private and Confidential" to the Chair of the Management Committee, c/o Sandwell Mind, Bradfield House, Popes Lane, Oldbury, West Midlands B69 4PA.

Stage Three

If a satisfactory decision is not reached between the employee and the line manager's manager, the grievance may be escalated in writing by the employee to the Chief Executive. The Chief Executive will take an impartial view following consideration of the points raised and the Chief Executive will aim to resolve the grievance.

Stage Four

If a satisfactory decision is not reached between the employee and the Chief Executive, the grievance may be escalated in writing marked "Private and Confidential" to the Chair of the Management Committee, c/o Sandwell Mind, Bradfield House, Popes Lane, Oldbury, West Midlands B69 4PA. The Chair of the Management Committee will take an impartial view following consideration of the points raised and their decision will be final.

Time Limits

Time limits at each stage of this procedure will be specified.

- ◆ The time between a formal grievance being raised at stage one and the formal response will usually be within 14 days.
- ◆ At stage two, the response will normally be within 5 days from receiving the grievance in writing. Unless the Chair of the Management Committee is involved, in which case the response will normally be within 28 days from receiving the grievance in writing.
- ◆ At stage three, the response will normally be within 5 days from receiving the grievance in writing. Unless the Chair of the Management Committee is involved, in which case the response will normally be within 28 days from receiving the grievance in writing.
- ◆ At stage four, the final decision will usually be made within 28 days from receipt of the written grievance.

