



POLICY INFORMATION (Policy no HR023)	
Subject	Grievance Policy and Procedure <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
Applicable to	All employees of Nottinghamshire Hospice
Target Audience	Others such as agents, consultants and other representatives of Nottinghamshire Hospice may be required to comply with the policy as a condition of appointment.
Date issued	Dec 2023
Next review date	Dec 2025
Lead responsible for Policy	Director of People Services
Policy reviewed by	Chief Executive Officer
Notified to (when)	Senior Leadership Team Dec 2023
Authorised by (when)	Senior Leadership Team Dec 2023
CQC Standard if applicable	
Links to other Hospice Policies	Disciplinary Policy and Procedure Management of Performance Policy and Procedure HR028
Links to external policies	
Summary	This policy provides a clear understanding of Nottinghamshire Hospice's Grievance Policy and Procedure
This policy replaces	Grievance Policy HR00023 2020-2023

IMPORTANT NOTICE

Staff should refer to the Hospice website or Policies and Procedures folder on the 'N' drive for the most up to date Policy. If the review date of this document has expired it is still valid for 3 months.

After that staff should seek advice from their clinical lead or manager.

VERSION CONTROL		
Status	Date	Review date
Original policy written by Angela Bloomfield, HR Manager	June 2015	June 2017
Policy reviewed by Donna Roberts, HR Manager	Sept 2018	Sept 2020
Updated control sheet and published on Policy Doc App	Dec 2018	
Reviewed by Donna Roberts	Sept 2020	Sept 2023
Logo updated and uploaded to website	March 2021	
Policy reviewed by Chief Executive Officer	Dec 2023	
Policy authorised by Senior Leadership Team	Dec 2023	Dec 2025
Uploaded to website	Dec 2023	

INDEX

Section	Contents Title	Page
1.	Introduction	4
2.	Using this Procedure	4
3.	Raising Grievances Informally	5
4.	Formal Written Grievances	6
5.	Investigations	7
6.	Right to be Accompanied	7
7.	Grievance Meetings	8
8.	Appeals	9
9.	Witnesses	9
10.	Unable to Attend due to Ill Health	10
11.	Separation of Parties	10
12.	Malicious Complaints	10
13.	Timescales	11

1.	Introduction <p>It is Nottinghamshire Hospice’s policy to ensure that all staff have access to a procedure to help deal with any grievances relating to their employment fairly and without unreasonable delay. The Hospice aims to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.</p> <p>This procedure applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors.</p> <p>This policy does not form part of any employee's contract of employment and we may amend it at any time.</p>
2.	Using this Procedure <p>Issues that may cause grievances could include:</p> <ul style="list-style-type: none">• terms and conditions of employment• health and safety• work relations• bullying and harassment• new working practices• working environment• organisational change• discrimination <p>This Grievance Procedure should not be used to complain about dismissal, disciplinary action or disciplinary process. If you are dissatisfied with any disciplinary action, you should submit an appeal under the Disciplinary Policy and Procedures available from Human Resources, the Hospice website or the ‘N’ Drive.</p>

	<p>The Hospice has a separate Bullying and Harassment Policy that should be used if you feel that you have been the victim of bullying or harassment or wish to report an incident of bullying or harassment involving other people. It is available from Human Resources, the Hospice website or the 'N' Drive.</p> <p>The Hospice operates a separate Whistleblowing Policy to enable employees to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this Grievance Procedure. The Whistleblowing Policy can be found within the Confidentiality Policy available from Human Resources, the Hospice website or the 'N' Drive.</p> <p>If you have difficulty at any stage of the Grievance Procedure because of a disability or because English is not your first language, you should discuss the situation with a member of Human Resources as soon as possible.</p> <p>If you make a written grievance this will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process.</p>
<p>3.</p>	<p>Stage 1 - Raising Grievances Informally</p> <p>Most grievances can be resolved quickly and informally through discussion with your line manager. We encourage you to communicate openly and honestly with your manager, to work together and informally resolve any issues that you may have in the first instance. If you feel unable to speak to your manager, for example, because the complaint concerns him or her, then you should speak informally to a more senior manager or a member of Human Resources. If this does not resolve the issue, you should follow the formal procedure below.</p>

4. Stage 2 - Formal Written Grievances

If your grievance has not been resolved informally you can raise your complaint formally in writing and submit it to your line manager, clearly indicating that it is a formal grievance. If the grievance concerns your line manager, you may submit it to a more senior manager or the Human Resources Manager instead.

The written grievance should contain as much detail as possible including specific details of the grievance (including relevant dates, times, events, persons involved and witnesses), details of any attempts that you have made already to resolve the issue informally and what you are seeking as a resolution to your grievance. In some situations we may ask you to provide further information.

When your formal grievance is received an initial assessment will be made by Human Resources and if it is believed that your complaint should be dealt with under another policy or there is an opportunity to resolve your complaint informally then they will discuss this with you.

5. Investigations

An appropriate person, either a manager, trustee of Nottinghamshire Hospice or member of HR, the choice of which is at the discretion of the organisation, will be appointed to hear and respond to your grievance. It may be necessary for the Hospice to carry out an investigation into your grievance. The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents.

You must co-operate fully and promptly in any investigation. This may include informing the Hospice of the names of any relevant witnesses, disclosing any relevant documents to the Hospice and attending interviews, as part of our investigation.

The Hospice may initiate an investigation before holding a grievance meeting with you where it considers this appropriate. In other cases the Hospice may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases it may hold a further grievance meeting with you after investigation and before a decision is reached.

6. Right to be Accompanied

You may bring a companion to any grievance meeting or appeal meeting under this procedure. The companion may be either a fellow worker at Nottinghamshire Hospice (but not volunteer) or an official employed by a trade union. You must tell the person holding the grievance meeting who your chosen companion is, in good time before the meeting.

At the meeting, your companion may make representations to us and ask questions but should not answer questions on your behalf. You may talk privately with them at any time during the meeting.

Acting as a companion is voluntary and your fellow employees are under no obligation to do so. If they agree to do so, they will be allowed reasonable time off from duties without loss of pay to act as a companion. If your chosen companion is unavailable at the time a meeting is scheduled and will not be

	<p>available for more than five working days afterwards, the Hospice may ask you to choose someone else.</p> <p>The Hospice may, at its discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help overcome a disability, or if you have difficulty understanding English.</p>
<p>7.</p>	<p>Grievance Meetings</p> <p>The Hospice will arrange a grievance meeting, normally within 10 working days of receipt of your written grievance. The meeting will be held by an appropriate person: your manager; another manager or trustee of Nottinghamshire Hospice, the choice of which is at the discretion of the organisation. The person hearing the grievance will be accompanied by a Human Resources representative or another manager (this being an exception and where possible a Human Resources representative), who will take minutes. You will be provided with at least 48 hours' notice, in writing, of the meeting. The meeting may be held sooner if all parties are in agreement.</p> <p>You and your companion (if any) should make every effort to attend the grievance meeting. If you or your companion cannot attend at the time specified, you should inform us immediately and we will try, within reason, to agree an alternative time. This will be at the latest within 5 working days of the original date.</p> <p>The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist the Hospice to reach a decision based on the available evidence and the representations you have made.</p> <p>Copies of the minutes of the meeting will be sent to you to read and confirm that the content of the notes are an accurate reflection of the discussion, they are not, however, a verbatim record. You will have 48 hours in which to read and if necessary, amend the notes. If the Human Resources Department do not receive a copy of the signed or amended notes within 48 hours the assumption will be made that you are in agreement with the content of the notes.</p>

	<p>After the grievance meeting the Hospice may carry out further investigations and may need to hold a further grievance meeting with you, as it considers appropriate to discuss further investigations. Such meetings will be arranged without unreasonable delay.</p> <p>The Hospice will write to you, usually within 10 working days of your (final) grievance meeting, to inform you of the outcome of your grievance and any further action that we intend to take to resolve the grievance. You will be reminded of your right of appeal. Where appropriate, the Hospice may hold a meeting to give you this information in person.</p>
<p>8.</p>	<p>Appeals</p> <p>If the grievance has not been resolved to your satisfaction you may appeal in writing, stating your full grounds of appeal, within 5 working days of the date on which the decision was sent or given to you.</p> <p>The Hospice will hold an appeal meeting, normally within 10 working days of receiving your written appeal. This will be dealt with impartially by a manager (or where appropriate, a trustee,) who has not previously been involved in the case (although they may ask anyone previously involved to be present). You have a right to bring a companion to the meeting (see section 6).</p> <p>We will confirm our final decision in writing, usually within one week of the appeal hearing. This is the end of the procedure and there is no further appeal.</p>
<p>9.</p>	<p>Witnesses</p> <p>As part of any grievance investigation process, we may ask for evidence from witnesses. Witness evidence will be disclosed to all the relevant parties if it is to be relied upon as part of the outcome of the grievance.</p> <p>If you are asked to be involved in a grievance as a witness, you are expected to fully co-operate with any investigation. If you attend an interview copies of the minutes of the interview will be sent to you to read and confirm that the content of the notes are an accurate reflection of the discussion, they are not however a verbatim record. You will have 48 hours in which to read and if necessary,</p>

	<p>amend the notes. If the Human Resources Department do not receive a copy of the signed or amended notes within 48 hours the assumption will be made that you are in agreement with the content of the notes.</p> <p>You will be expected to treat as confidential any information communicated to you in connection with an investigation. In exceptional circumstances, the Hospice may consider a request to protect your identity but total anonymity cannot be guaranteed. Any breach of confidentiality may lead to disciplinary action under the Disciplinary Policy and Procedure.</p>
<p>10. Unable to Attend due to Ill Health</p>	<p>If you are unable to attend your grievance meeting due to ill health the Hospice will either postpone the meeting or give you the opportunity to send a written submission and nominate a representative to attend on your behalf. The representative may be a fellow worker at Nottinghamshire Hospice (but not Volunteer) or an official employed by a trade union. When considering whether it is appropriate to postpone the Hospice will consider the likely length of your absence and the impact of delaying, both on you and other employees. There may be some occasions when there is a need to investigate and respond to your complaint in your absence.</p>
<p>11. Separation of Parties</p>	<p>In exceptional circumstances it may be appropriate to separate the parties involved in a grievance. Consideration will be given to adjusting work duties or reporting lines, temporary redeployment of one or more parties, or paid suspension during the investigation. Any measures taken to separate the parties does not imply the guilt or otherwise of those involved, it is merely to enable a full and open investigation to take place.</p>
<p>12. Malicious Complaints</p>	<p>If the Hospice believes, after investigation, that your grievance has been raised maliciously (for example knowing the allegations were false or raising them in bad faith) it may not proceed with the full grievance procedure. Instead, this may</p>

	be treated as misconduct and appropriate action taken under the Disciplinary Policy and Procedure.
13. Timescales	<p>The Hospice aims to complete all stages of the formal grievance procedure as promptly as possible and without unreasonable delay. It aims to provide you with an outcome to your grievance within four weeks of you raising your grievance for the majority of cases, although the time taken to respond to your grievance will be affected by the complexity of the complaint and the availability of individuals taking part in the process. The Hospice will keep you updated on the progress of your grievance where it is unable to meet any timescale stated in this policy.</p>