

# *Grievance Procedure*

1. If anyone feels they have a grievance against the Trust, staff, helper or service user the procedure is:
  - 1.1. Raise the matter with the person concerned, attempt to resolve the matter.
  - 1.2. If this fails to resolve the matter, it should be taken to a member of staff and raised with them to the person concerned.
  - 1.3. Failing this the line manager should be consulted who will write a report of the grievance and approach the person concerned.
  - 1.4. If this fails, a meeting of all staff on duty at the time should be held with the person concerned. A full report of the findings of this meeting will be written by the line manager and signed by the person concerned.
  - 1.5. The final stage would be to consult the Management Team, whose decision would be final.
2. If the grievance is regarding the way a person has been treated by management in the delivery of service or during discipline the person should
  - 2.1. Put their grievance in writing to the next line manager i.e.
    - 2.1.1. Team Leader in the case of project worker
    - 2.1.2. Senior Management in the case of Team Leaders
    - 2.1.3. The Management committee in the case of Senior managers
3. It is not necessary to complete each stage, provided that the line manager has been consulted before the final stage. Any person, who is the subject of a complaint, shall have the right to be represented, or to bring someone along with them.
4. Each stage of this procedure is to be conducted in a confidential manner. Always be mindful of team spirit. Never openly rebuke a fellow worker/service user/client in front of another worker/service user/client. Wait until you are alone or ask the person you have a grievance with, to a place where you are able to discuss the matter in confidence.
5. Reference by one person to another, in this grievance procedure, shall not mean any form of disciplinary action against that person by the Trust. Action can only be taken using the Discipline procedure.