

Policy

1 Grievance

- 1.1. A grievance is anything that would raise cause for concern or complaint from one party to another.
- 1.2. Although the Company has overall responsibility for resolving grievances this does not negate the responsibility of the individuals. Therefore, the individual(s) that have the grievance will be expected to find resolution in line with the Grievance and Complaints procedure and the matter will not need further pursuit.
- 1.3. If a resolution cannot be reached it may take a formal route by the same procedure.
- 1.4. The Company will make every effort to mutually resolve grievances through its procedure for issues that are raised internally and externally in order to encourage relationship building and unity among staff and with the community.
- 1.5. Any person, who is the subject of a grievance, shall have the right to be represented or to bring someone along with them for support to any meeting.

2 Complaints

- 2.1. A complaint is a situation where a person has an objection to or concern about Company procedure, policy or practises and the matter needs formalising.
- 2.2. As with grievances, complaints procedures will always aim to bring a resolution to situations and supervision and training will reduce the potential for repeated incidents and give opportunity for individuals and the Company to grow and improve.
- 2.3. Each stage of the procedure is to be conducted in a confidential manner, mindful of team spirit. A worker, service user or client will never be openly rebuked or challenged with a complaint in front of another worker, service user or client.
- 2.4. There may be cases where the behaviour will begin with a formal complaint and possibly lead to disciplinary, such as:
 - 2.4.1. bringing the Company into disrepute
 - 2.4.2. breaching health and safety and as a result causing or potentially causing harm to others, the project or the Company
 - 2.4.3. knowingly and purposefully breaching policy and/or procedure
 - 2.4.4. knowingly and purposefully endangering any relationship between the Company and any of its stakeholders
 - 2.4.5. In cases of alleged child abuse procedure will follow Rochdale area CPC child protection procedures (yellow folder) after consultation with the Project Team Leader and the Senior Management Team when necessary.
 - 2.4.6. The Sanctuary Trust will invite Compliments, Complaints and Concerns from staff, service users, partners and stakeholders using the relevant form, as part of the Company's Realising the Vision policy.

3 *Disciplinary*

- 3.1. This policy and its procedures are used to promote order and to bring into correction service users in line with other policies and procedures.
- 3.2. When a service user does not come under order or into correction this policy and its procedures will set out the principles and guidelines for the removal of disorder by disciplinary action.
- 3.3. All formal complaints and disciplinary meetings will take the form of a supervision meeting using the supervision template and will note the formal action taken (if any) such as change to stage service user is on, warnings, notices or termination of licence etc.
- 3.4. Conduct often referred to as gross misconduct may warrant summary eviction (i.e. eviction without notice). This may include but is not limited to: -
 - 3.4.1. Theft, fraud and deliberate falsification of records;
 - 3.4.2. physical violence;
 - 3.4.3. Serious bullying or harassment;
 - 3.4.4. Deliberate damage to property;
 - 3.4.5. Serious insubordination;
 - 3.4.6. Misuse of the organisation's property, facilities or name;
 - 3.4.7. Bringing the organisation into serious disrepute;
 - 3.4.8. Serious incapability brought on by alcohol or illegal drugs;
 - 3.4.9. Serious negligence which causes or might cause unacceptable loss, damage or injury;
 - 3.4.10. Serious infringement of health and safety rules;
- 3.5. Any person being suspected of misconduct where the evidence is not clear may be asked to leave the premises during investigation.

4 Exclusion procedure for direct access accommodation

4.1. The Sanctuary trust operates a traffic light behaviour management system for behaviour management in direct access accommodation

LETTER	EXAMPLE BEHAVIOUR
<p>RED 1x red= instant exclusion (tariff 1 week – 1 month)</p>	<ul style="list-style-type: none"> • Aggressive/ abusive/ violent behaviour towards anybody on or within close perimeter of the project • Threats of violent or aggressive behaviour • Using drugs/ alcohol on the project
<p>AMBER 2 x amber = planned or instant exclusion (tariff 2 – 7 nights)- assessed on level risk posed at the time.</p>	<ul style="list-style-type: none"> • Smoking cigarettes/ tobacco on the project • Going into rooms that are not assigned to you • Paraphernalia on project
<p>GREEN 3 x greens = planned exclusion (tariff 1- 2 nights)</p>	<ul style="list-style-type: none"> • Food in rooms • None engagement/ not attending assessments • Any other minor conditions of stay not categorised in Amber or Red.

4.2. A service user will receive a written confirmation detailing the reason they have received a green, amber or red letter.

4.3. During extreme weather i.e. under 0 degrees or extreme rain or windy conditions immediate exclusions are not permitted. In these scenarios a planned exclusion issued the following morning will be issued and homelessness section will be informed at 9am giving this department plenty of time to find a alternative accommodation.

5 Summary

5.1. Sanctuary Trust takes all grievances and complaints very seriously.

5.2. All issues brought to light in line with this policy and its procedures will be examined for the benefit of the Company by identifying any individual or corporate training needs that may be required.

5.3. All parties involved in a grievance will be encouraged to reach a mutual resolution as soon as possible.