

Loreburn Group
Grievance Policy



Creating Great Places to Live

Policy	Grievance Policy									
Version Reference	G.2									
Approved by	MC	X		LET		X		MT		
Date of Approval	19 April 2016									
Review Period	Every 3 Years or as legislation or substantive changes occur									
Review Date	June 2022									
Review Due	June 2025									
Policy Champion	Head of People & Culture									
Who this policy affects	Staff	X	Customers		Contractors		Members of the Public			
Where this policy affects	General needs		Sheltered		Supported		Offices/staff base		X	

GRIEVANCE POLICY

1. Purpose of this Policy

The Grievance Policy exists to ensure that all employees can raise, and have resolved, grievances and disputes.

2. Aims of this Policy

The Policy ensures that all employees are treated fairly and consistently at all times whilst these standards are maintained.

Every effort will be made to deal with problems quickly through constructive, informal discussions. However, there will be a formal process when this has not been successful or is not possible.

3. Grievance Process

3.1 Informal Stage

In the first instance, the grievance should be raised verbally with the line manager who will try to resolve the problem without the requirement for a formal Grievance.

3.2 Formal Stage

If it has not been possible to resolve the issue informally or the informal stage was an inappropriate starting point to raise the concern, then the employee may put their grievance in writing to the HR Representative or other senior employee as appropriate. Where necessary a Grievance Hearing will be arranged with an appropriate Manager at which the problem can be fully discussed. At the Hearing the employee may be accompanied by an accredited Trade Union representative or work colleague. Following the Grievance Hearing further investigations will be undertaken as deemed appropriate and a response provided within an agreed time. The employee will be advised of the outcome of the grievance in writing, and informed of any action to be taken or recommendations to be made. They will also be informed of the right to appeal.

3.3 Appeal

The employee may appeal the original decision in writing, again to the HR Representative or other senior employee as appropriate. An Appeal Hearing will be arranged with a more senior employee or Management Committee member as appropriate at which the problem can be fully discussed. At the Hearing the employee may be accompanied by an accredited Trade Union representative or work colleague. Following the Appeal Hearing further investigations may be undertaken as deemed appropriate and a response provided within an agreed time. The employee will be advised of the outcome of the Appeal in writing. This decision will be final.

4. Complaints

Loreburn has a commitment to valuing complaints and ensures the organisation benefits from feedback to identify areas for change or improvement.

Loreburn has a Complaints Policy which ensures there are robust and effective procedures in place for complaints to be properly managed and acted upon.

Anyone dissatisfied with the outcome of their complaint having exhausted Loreburn's complaints procedure has the right to refer the matter to the Scottish Public Services Ombudsman.

5. Equality, Diversity & Inclusion

Loreburn aims to ensure that equality, fairness, dignity and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider.

Loreburn will not discriminate against tenants, staff, visitors, suppliers or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010).

6. Risk Management

Loreburn has a Risk Management Strategy, Policy and Procedure. These documents set out how the organisation will manage risk as an integral part of its governance and management systems, ensuring risks are identified, evaluated and controlled effectively.

Identifiable risks arising from this policy will be monitored and managed by the internal processes set out herein and by regular review of this and all other associated policies and procedures, ensuring risks are mitigated and Loreburn complies with all legislative requirements and regulatory and best practice guidance

7. Responsibilities Chart

The below chart illustrates the responsibilities of all staff pertaining to this policy:

Responsibilities	Man. Comm.	CEO	LET	Managers	Assistant Managers	All Employees
Approve Policy	X					
Lead by example in application of Policy	X	X	X	X	X	
Take proactive steps to resolve issues	X	X	X	X	X	X
take ownership of health and wellbeing						X

8. Policy Review

The Policy Champion is the Head of People & Culture

This policy will be reviewed by the Policy Champion every 3 years or sooner as required due to legislative or regulatory change.

Policy Assessment Checklist

Health & Safety Assessment

Does this policy have the potential to affect:

Lone Working	No
Safety and/or wellbeing of customers	No
Safety and/or wellbeing of employees	No
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Equality, Diversity & Inclusion Assessment

Does this policy have the potential to affect:

Staff's rights to equal opportunities	No
Tenants' / Customer's rights to equal opportunities	No
Tenants' / Customer's ability to access to homes and/or services	No
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Agile Working Assessment

Agile working requirements have been considered and addressed in the preparation of this policy:	Yes
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