

# St Albans Mencap

Charity number: 210073

[stalbansemencap.org.uk](http://stalbansemencap.org.uk)

## Grievance Policy

This policy provides a clear and fair process for staff to raise concerns, problems, or complaints relating to their employment, working conditions, or treatment by colleagues or management. It applies to all employees, volunteers, and contractors of St Albans Mencap.

### Document control:

Version:	Date approved:	By:	Review due:
1.0	December 2025	David Keen; Peter Seymour; Nick Latham; Annemari Ottridge	June 2027

### Summary of changes:

Version:	Changes:
1.0	Drafted December 2025

## **St Albans Mencap (SAM) Grievance Policy**

### **1. Purpose and Scope**

This policy provides a clear and fair process for staff to raise concerns, problems, or complaints relating to their employment, working conditions, or treatment by colleagues or management. It applies to all employees, volunteers, and contractors of St Albans Mencap.

### **2. Principles**

- **Respect and Dignity:** All grievances will be handled with respect, impartiality, and confidentiality, in line with the Staff Code of Conduct and Equal Opportunities Policy.
- **Right to be Heard:** Staff have the right to raise concerns without fear of victimisation or detriment.
- **Timeliness:** Grievances will be addressed promptly and within reasonable timescales.
- **Fairness:** The process will be consistent, transparent, and in accordance with employment law and best practice.

### **3. Informal Resolution**

Wherever possible, staff are encouraged to resolve concerns informally by discussing the issue directly with the person involved or with their line manager. Many issues can be resolved quickly and amicably at this stage.

### **4. Formal Grievance Procedure**

If informal resolution is not possible or appropriate, the following steps apply:

#### **Step 1: Submitting a Grievance**

- The staff member should submit their grievance in writing to their line manager or, if the grievance concerns their manager, to a more senior manager or the designated HR contact or (where there is no more senior line manager or designated HR contact) to the Chair of Operations and Safeguarding Committee.
- The written grievance should clearly state the nature of the complaint, relevant facts, dates, any attempts at informal resolution and the outcome sought.

#### **Step 2: Acknowledgement and Investigation**

- The grievance will be acknowledged in writing within five working days.
- An impartial manager, HR representative or Trustee will investigate the grievance, which may involve meeting with the complainant, the person(s) complained about, and any witnesses.
- All parties will have the opportunity to present their case.

#### **Step 3: Outcome**

- Following the investigation, the decision, and any actions to be taken will be communicated in writing to the complainant and, where appropriate, to the person(s) complained about.
- This communication will also include details of the appropriate appeal process.
- Possible outcomes include upholding the grievance, partially upholding it, or not upholding it. Actions may include mediation, training, or disciplinary action if warranted.

#### **Step 4: Appeal**

- If the complainant is not satisfied with the outcome, they may appeal in writing within ten working days of receiving the decision.
- The appeal will be heard by a more senior manager, or an impartial Trustee or a panel not previously involved in the case. The decision of the appeal is final.

#### **5. Confidentiality**

All grievance matters will be treated confidentially. Information will only be shared with those directly involved in investigating or resolving the grievance. If a grievance is found to be malicious or raised in bad faith, this may result in disciplinary action.

#### **6. Protection from Victimisation**

No staff member will be treated less favourably or suffer any detriment as a result of raising a genuine grievance.

#### **7. Record Keeping**

Records of grievances, investigations, and outcomes will be kept securely and in accordance with data protection legislation.

#### **8. Related Policies**

- Staff Code of Conduct
- Equal Opportunities Policy
- Disciplinary Policy
- Whistleblowing Policy
- Complaints Policy

#### **9. Review**

This policy will be reviewed regularly to ensure compliance with current legislation and best practice.

# Grievance procedure flowchart

