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TITLE: GRIEVANCE PROCEDURE

Authorised by:
Russell Prince
Chief Executive

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A grievance procedure should provide an open and fair way for employees to make known their complaints, to have these considered by SETA and for SETA to decide whether to accept or reject the complaint.

A complaint or issue should be raised informally with your immediate supervisor and if no agreement is reached then raise it with SETA, this may be a Manager or the Chief Executive, and ultimately it could be a Charity Board Director.

The following is a summary of the statutory procedure which is sets out in full in Schedule 2 to the Employment Act 2002.

Step 1- Statement of grievance

- The employee must set out the grievance in writing and send the statement or a copy of it to the SETA.

Step 2 - Meeting

- SETA will invite the employee to attend a meeting to discuss the grievance.
- The meeting must not take place unless:

- i) the employee has informed SETA, what is the basis for the grievance and when they made the statement under Step 1; and
- ii) SETA has had a reasonable opportunity to consider its response to that information;
 - The employee must take all reasonable steps to attend the meeting.
 - After the meeting, SETA will inform the employee of their decision as to their response to the grievance and notify them of the right of appeal against the decision if they are not satisfied with it.
 - Employees have the right to be accompanied at the meeting

Step 3 - Appeal

- If the employee does wish to appeal, they must inform the employer.
- If the employee informs SETA of their wish to appeal, SETA will invite them to attend a further meeting.
- The employee must take all reasonable steps to attend the meeting.
- After the appeal meeting, the employer must inform the employee of their final decision.
- Where reasonably practicable, the appeal should be dealt with by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).
- Employees have the right to be accompanied at the appeal meeting