

Grievance Policy

Version Number	4
Revision Date	16 June 2022
Department	Business Support & Transformtion
Author	Head of HR & OD
Reason for Policy Creation/Revision	Legislation updates and policy review
Data Protection	This policy complies with our Data Protection Policy & Procedures.
Equalities	This policy ensures that we have equal protection in place for employees
Sustainability	N/A
Proof Read By	Human Resource Business Partner
Date Approved	30 June 2022
Approved By	People Committee/SMT
Next Review Due	3 years after approval or legislation changes
Audience – Training and Awareness Approach	Manager training will be required
Effective Date	8 July 2022
Internal References – Policies & Procedures (<i>Located on The Hub</i>)	<ul style="list-style-type: none"> • Grievance Procedure • Grievance Management Guidance • Disciplinary Policy and Procedure • Dignity at Work Policy and Procedure
External References	ACAS Code of Practice

1. Policy Purpose

- 1.1 At Hanover (Scotland) Housing Association (Hanover), we appreciate that employees may encounter issues regarding their work, environment or working relationships which result in a problem or concern.
- 1.2 The purpose of this policy is to provide employees with a readily accessible procedure for addressing such concerns. Whether it be through informal or formal channels, it is our objective to ensure that all employees are provided with a platform to express their views and seek resolution .
- 1.3 In aid of our objective, the policy and procedures contained herein are intended to reflect statutory requirements, including guidance from the ACAS Code of Practice on grievance matters.

2. Policy Scope, Explanations or Requirements

- 2.1 We promote a culture of good communication, openness and a willingness to co-operate and listen at Hanover. Therefore, it is envisaged that the majority of issues or misunderstandings at work will be resolved through informal means.
- 2.2 We encourage employees to seek an informal resolution where possible and will also consider approaches such as facilitated conversations and mediation prior to invoking the formal procedure. However, we also understand that mutually accepted resolutions are not always possible and as such, the procedure outlines how employees can escalate their concerns further.
- 2.3 This policy applies to all employees while they remain under Hanover's employment.

3. Definitions

3.1 Grievance

- 3.2 An employee grievance can be defined as a concern, problem, or complaint that an employee has about their work, the workplace, or someone they work with.

- 3.3 These issues typically stem from concerns such as:

- terms and conditions of employment
- work relations
- working practices
- working environment
- health and safety
- discrimination
- bullying, harassment or victimisation

- 3.4 Any of the above may be raised as a grievance however, Hanover also has alternative policies which may be more suitable in handling the complaint. For

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example, employees who consider that they are experiencing unwanted behaviour, bullying or harassment should also refer to the Dignity at Work Policy, which sets out useful information and sources of support.

- 3.5 Similarly, grievance and disciplinary processes are usually separate matters. Therefore, the grievance procedure should not be used to lodge appeals against disciplinary sanctions. Hanover's disciplinary procedure contains appropriate mechanisms for dealing with this matter.

3.6 Collective Grievance

- 3.7 A collective grievance can be defined as a grievance raised by a group of employees (normally two or more) regarding a matter relating to their employment, which is common to all complainants.

- 3.8 Employees can submit the same grievance, at the same time and request that all grievances be heard at the same time. However, the complainants may also decide to have a collective grievance presented by a single representative.

- 3.9 The examples listed in 3.1 may also apply to collective grievances. This list is not exhaustive.

4. Responsibilities

- 4.1 All employees have a clear role to play in helping to create a climate at work where communication channels are kept open so that concerns are discussed and resolved at an early stage. In particular we should all be aware of our own conduct and act in accordance with Hanover (Scotland) values, and avoid colluding with inappropriate behaviour and treating everyone with consideration and dignity, demonstrating this in our day to day dealings with each other.

- 4.2 In addition, managers and colleagues who supervise have a particular responsibility to respond positively to complaints to avoid them escalating into grievances and to challenge and stop unacceptable behaviour in the workplace. Manager's guidance is available to support managers in providing this support.

- 4.3 Managers and those appointed to investigate a grievance will ensure that those raising the grievance, those who the grievance may be in connection with and any witnesses are supported and kept informed of the progress of the grievance.

5. Monitoring & Evaluation

- 5.1 We will report grievance numbers to the management team as part of our HRBP meetings and review the outcomes in order to demonstrate learning from each case. Where a pattern of grievances or grievances from specific areas of the business are identified, this will be escalated and reported to the appropriate member of SMT.

6. Review

- 6.1 We will review this policy every three years or earlier if required.