

ST. MATTHEW'S WITH ALL SAINTS'
GRIEVANCE PROCEDURE

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the management of the organisation. The aggrieved employee has the right to representation by a work colleague

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the church's employees.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

Stage 1

An employee who has a grievance, should raise the matter with his/her line manager immediately either verbally or in writing. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to the Employment Group.

If the line manager is unable to resolve the matter at that time then a formal written grievance form should be submitted (see appendix 1). The line manager should then respond within **2 working days** (i.e. the managers normal working days) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the line managers decision and who to appeal to if still aggrieved.

Stage 2

In most instances, it is expected that the line managers' decision will be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned.

The appeal, to Employment Group must be made within ten working days of the original response to the employee's grievance. The appeal must be in writing (see appendix 2) and contain the original formal Grievance form. The Employment Group will attempt to resolve the grievance. A formal response and full explanation will be give in writing, as will the name of the person to whom they can appeal if still aggrieved, **within 7 days**.

Stage 3

If the employee remains aggrieved there will be a final level of appeal to a more senior person responsible for employment within the church. This appeal must be made in writing (see appendix 3), enclosing a copy of the original Formal Grievance form, to named person within ten working days of receipt of the Stage 2 response. This person will arrange and hear the appeal with another senior representative and respond formally with a full explanation **within 20 working days**.

Using mediation

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

Should this be necessary, St. Matthew's with All Saints' will source an external mediation provider.

There are no hard-and-fast rules for when mediation is appropriate but it can be used:

- for conflict involving colleagues in a similar job, or between a line manager and their staff
- at any stage in the conflict as long as any ongoing formal procedures are put in abeyance
- to rebuild relationships after a formal dispute has been resolved
- to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.

Mediation is not part of St. Matthew's with All Saints' formal grievance procedure. However, if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

Appendix 1

To:

From:

Date:

Dear

I wish to take a formal grievance out against:

in line with the organisation's Grievance Procedure. The details of my grievance are shown below:

Yours sincerely,

(Line Manager should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed)

Appendix 2

To

From

Date

Dear

On (within 10 days of the response to the initial formal grievance) my grievance against
was heard by.....

I am not satisfied with the outcome of this meeting and would like to appeal to yourself for a further hearing of my grievance, in line with the organisations Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(Person in receipt this letter should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed)

Appendix 3

To:

From:

Date:

Dear

On (within 10 days of the response to the second stage of the formal grievance) I appealed toagainst the decision made at my initial grievance against

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the organisation's Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(Person in receipt of this letter should respond to this formal written grievance within 20 working days unless an extended period for response is mutually agreed)