



Grievance Policy



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1 INTRODUCTION

It is the policy of this organisation to provide a good working atmosphere in which KORU representatives are able to participate in meeting the objectives of their employer.

The organisation acknowledges that during employment or contract with The KORU Project CIC a KORU representative may need to raise a concern or grievance. This policy outlines the circumstances for which a grievance may be raised and the procedure which must be followed to seek resolve.

2 SCOPE

The KORU Grievance Policy covers all representatives of The KORU Project CIC (referred to in this policy as KORU representatives), this includes freelance therapists, mentors, employees, volunteers, trainees, and students, and all grievances that cannot be resolved informally.

3 ELIGIBILITY

Grievances, raised by KORU representatives under the procedure outlined in this policy, may relate to:

- their work
- their working environment
- their relationship with colleagues
- their relationship with the management team

KORU representatives should try to resolve any problems informally, through discussion with their relevant colleagues before invoking this formal procedure. In turn, the management team should endeavour to resolve differences in a responsible and constructive way as part of good KORU representatives relationships. If, however, this is not possible, the following formal procedure applies.

The aim in all cases is for the matter to be settled:

- as quickly as possible
- as near to the point at which the issue arose as possible
- in a fair and reasonable way for all participants

4 THE STAGES OF THE GRIEVANCE PROCEDURE

The following, formal stages of the grievance procedure should be followed when it was not possible to resolve a grievance informally, by discussing with management team, and/or other relevant parties.

4.1 STAGE 1

THE KORU REPRESENTATIVE MUST SET OUT, IN WRITING, DETAILS OF THE GRIEVANCE AND SUBMIT THIS TO THE RELEVANT MANAGER WITH A COPY TO HR. IN THE UNLIKELY EVENT THAT THE MANAGER AND HR REPRESENTATIVE ARE BOTH SUBJECTS OF THE GRIEVANCE, THEN THE GRIEVANCE SHOULD BE SUBMITTED TO THE DSL.

The recipient of the grievance will acknowledge the grievance and a meeting will be arranged with an appropriate independent manager and HR representative, within 5 working days or longer if necessary.

KORU representative will receive written confirmation of outcome decision, usually within 5 working days.

4.2 STAGE 2

If the KORU Representative is not satisfied with the outcome of the grievance at stage 1, an appeal can be submitted. The appeal should be submitted within 5 working days of receiving the decision explaining the reasons why it was felt the outcome decision was unsatisfactory.

A meeting with an appropriate, independent manager, more senior than the manager who heard the grievance at stage 1, and an HR representative will be arranged within 5 working days of receipt of appeal, or longer if necessary.

KORU representative will receive written confirmation of outcome decision, usually within 5 working days.

5.0 FACT FINDING INVESTIGATION

Following receipt of a grievance, a fact finding investigation should be carried out, including interviewing any witnesses, to establish the evidence and facts supporting the grievance.

6.0 THE RIGHT TO BE ACCOMPANIED

At any stage during the formal grievance procedure the KORU representative who raises a grievance has the right to be accompanied by a work colleague, member of a Staff Representative Committee or an accredited Trade Union Representative.

7.0 CONFIDENTIALITY

All those parties involved with the grievance, e.g. management, KORU Representative(s), companion(s), must treat the matter in confidence unless it is mutually agreed that the matter can be discussed with others.

Any related documents will be made available where confidentiality would not be breached.

8.0 MEDIATION

Mediation services will be considered where appropriate. Mediation is an informal, confidential and voluntary process, and agreement to enter into mediation would be required from all parties.

9.0. REVIEW

This policy will be reviewed on an annual basis.

Review date: January 2025