Grievance Procedure

**Scope**

1.1 This policy shall apply to all employees of Omega Care Group including full time staff, part time staff, temporary staff and bank staff. It is to help and encourage all employees to maintain standards of conduct and standards of job performance expected of them and also allow them to feel able to address any issues they may have during their employment at Omega Care Group.

**2. Objective**

2.1 A grievance is a complaint by an individual about action taken by Omega Care Group or action that is contemplating being taken against them.

2.2 A grievance can also occur when an employee is unhappy about a decision or action in relation to their terms and conditions of employment or concerning their treatment at work by another employee.

2.3 Omega Care Group does its upmost to provide a workplace where employees feel valued and content in their role. Omega Care Group also acknowledges that from time to time staff are going to feel aggrieved in their role. In the majority of cases any issues staff may have will be resolved by working through the issues with their manager.

2.4 However there may be times where this is not possible and employees will need to refer to the grievance procedure. It is impossible to provide a comprehensive list of all the issues that might give rise to a grievance, but examples of the more common issues are:

* Terms and conditions of employment
* Health and safety
* Relationships at work
* New working practices
* Organisational change
* Equal opportunities
* Workplace practices
* Working environment

**3. Principles**

3.1 It is accepted that an employee has the right to pursue a legitimate grievance either by themselves or in a group, a collective grievance. All Managers should:

1. Ensure that grievances are dealt with efficiently and within agreed timescales
2. Recognise that the employee has rights during this procedure in their opportunity to explain his/her issues and all issues to be taken into consideration.
3. Allow employees to have a Union Representative or fellow employee at any formal hearings.

**4. Stage 1 - Day to Day Management (Informal)**

4.1 The day to day management of employees allows any issues to be addressed before they escalate. This will provide the normal means of enabling employees to discuss issues about why they feel aggrieved. Most routine complaints and grievances are best resolved informally by discussion between the employee and their immediate manager.

4.2 When a grievance has been raised by and employee, the manager should always give an initial verbal response as soon as possible and confirm this in writing within five working days.

4.3 The manager should keep notes of this meeting as it may be required for future reference should the grievance go formal.

**5. Stage 2 - Grievance Procedure (Formal)**

5.1 If, after day to day management stage the employee still feels aggrieved they must raise their issues formally and in writing as soon as possible. They must clearly set out in their grievance, why they feel aggrieved, what has been done to try and resolve these issues and what possible outcome they expect from their grievance. Where the grievance is regarding their manager then the grievance should be addressed to Alex Aresti, Director. Omega Care Group will aim to hear the grievance as soon as practically possible.

5.2 During this meeting the manager should arrange for someone impartial to take the notes of the meeting to ensure a clear record is kept and a witness is present. They must also consider if a similar grievance has been placed before and if so, what was the outcome of this grievance to ensure consistency.

5.3 The employee will have a right to be accompanied to the hearing by either a work colleague or a union representative. If the representative is not available on the day of the hearing they are able to request one adjournment providing the revised date is within 5 working days of the original date set. An employee who has agreed to accompany someone to a hearing should be entitled to paid time off to fulfil the meetings. They should also be allowed time to familiarise themselves with the grievance issues.

5.4 The union representative or work colleague will be able to put the employee’s case forward, sum up their case and/or respond to any views expressed during the hearing. They may also adjourn at any point to confer with the employee.

5.5 A letter confirming the grievance details will be sent out the employee for them to attend a hearing. Once the hearing has taken place the Hearing Officer will respond to the grievance within five working days. If this isn’t possible then the employee will be given an explanation as to why the response is delayed.

5.6 In cases where the grievance is about another employee, that individual should also be informed of any aspect of the decision that affects them and the reasons for it. In such cases, the employee who raised the grievance should be informed of who else will be told about the decision and what type of information they will be given.