



## Grievance Policy for Parish Dental Practice

1. **Purpose:** The purpose of this Grievance Policy is to provide a clear and transparent process for dealing with any grievances that may arise within Parish Dental Practice, ensuring that all concerns are addressed promptly, fairly, and professionally.
2. **Scope:** This policy applies to all employees, associates, and contractors working within Parish Dental Practice.
3. **Policy Statement:** Parish Dental Practice is committed to providing a harmonious working environment and recognizing the value and rights of every individual. If any staff member feels they have been treated unjustly or has concerns related to the workplace, they have the right to raise a grievance without fear of retaliation.
4. **Procedure:**
  - **Informal Resolution:** Before initiating a formal grievance procedure, it's encouraged for the aggrieved party to discuss their concerns informally with their immediate supervisor or manager. In many cases, grievances can be resolved through open communication.
  - **Formal Grievance:** If the informal approach doesn't resolve the issue, or if the aggrieved party feels that it is not appropriate, they can submit a formal grievance in writing to the HR department or designated person. The grievance should provide details of the complaint and any attempts made to resolve it.
  - **Acknowledgment:** Upon receipt of the grievance, an acknowledgment will be provided within five working days.
  - **Investigation:** The grievance will be investigated impartially. This may involve interviewing the aggrieved party, any named individuals, and reviewing relevant documentation. All parties involved will have the right to be accompanied by a colleague or representative during these meetings.
  - **Outcome:** Following the investigation, the findings and decisions will be communicated in writing to the aggrieved party, typically within 20 working days from the receipt of the grievance. This will include details of any actions to be taken or recommendations.
  - **Appeal:** If the aggrieved party is not satisfied with the outcome, they have the right to appeal the decision. An appeal must be made in writing within ten working days from receiving the grievance outcome. A senior manager or an external party not previously involved in the case will handle the appeal.
5. **Confidentiality:** All grievances will be treated with utmost confidentiality. Only individuals directly involved in the grievance or its investigation will have access to the information.
6. **Protection from Reprisals:** Staff members who raise a grievance in good faith will be protected from any form of retaliation or victimization. Any attempt to retaliate against someone for raising a grievance will be considered a serious disciplinary offense.
7. **Record Keeping:** All records related to grievances, investigations, and outcomes will be kept confidentially on file for a period of three years.
8. **Review:** The Grievance Policy will be reviewed annually or as necessary to reflect changes in the law, regulations, or best practices.

Policy written by Dr Pavan Amar Singh Bhogal GDC: 273704

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