**Grievance Procedure**

**INTRODUCTION**

BCC will generally adopt the procedures set out under ACAS Code of Practices. These are based on a two-stage approach to resolving grievance issues.

**1. INFORMAL PROCEDURE**  
The employee should first discuss their grievance informally with the person involved where possible or with their line manager.

If the matter is not resolved to their satisfaction, employees are advised to either request further mediation or to progress formally, but this should be a last resort rather than the first option.

**Mediation**   
Sometimes it may not be possible to resolve concerns between those directly involved and a different perspective may be helpful. In these circumstances, either at the informal or formal stages, mediation should be considered.

**2. FORMAL PROCEDURE**

**2.1. Stage One**

If the matter has not been resolved through informal discussions including mediation, the employee should set out their concerns in writing to their line manager (or executive Trustee of the Charity).

The appropriate manager or identified Trustee may need to clarify any points that you have raised directly with the employee on an informal basis and then further investigate the grievance and gain advice accordingly.

The appropriate manager or identified Trustee will then arrange and hold a meeting with the employee usually within ten working days.

The outcome of the meeting will be confirmed in writing to the employee within five working days. If the employee is dissatisfied with the decision, they have the right of appeal. The letter will set out to whom the employee should submit any appeal and the timescale.

**2.2. Stage Two - Appeal**

If the matter remains unresolved following the outcome of stage one, the employee can appeal to another Trustee of the charity independent of the Trustee conducting the Stage 1 interview. To enact an appeal the employee should place their concerns in writing to their Line Manager or relevant Trustee within 5 working days from receipt of the Stage 1 decision. The Line Manager or Trustee will then ensure that this due process is put in place.

The appeal will be reviewed by senior Management and/or Trustees that were not involved with making the stage 1 decision. The appeal meeting will be arranged usually within ten days and the employee will have the right to be accompanied by a work colleague. The decision will be confirmed in writing to the employee within ten days and there will be no further right of appeal.

NOTES:

1. *At any formal meetings relating to a Grievance, Employees have a statutory right to be accompanied by a colleague or trade union representative. Should an employee wish to be accompanied by someone other than a colleague or trade union representative, BCC will consider any reasonable request but reserves the right to decline it.*
2. BCC will ensure that there is no unreasonable delay in the implementation of this procedure.