

# The **ASPIRE** Trust

## ASPIRE Trust Grievance Policy

### Policy

Every employee has the opportunity to raise any concerns arising during the course of their employment in an atmosphere of mutual trust and confidence, with the aim of resolving the matter to their satisfaction.

Initially, employees should raise their concerns with the individual during the course of normal conversations at work. If the employee does not feel that their concerns have been resolved satisfactorily through the informal route, they can initiate the grievance procedure in full. This procedure is intended to provide a framework for reaching a satisfactory conclusion to any grievance raised as quickly and as near to the point of origin as possible.

### Scope

The procedure ensures each employee has a method of raising any concerns they may have regarding their employment. The procedure can be evoked by any employee of the Company and any grievance raised will be given due consideration.

## Guiding Principles

### The Procedure

The procedure consists of the following stages: -

#### **Stage 1**

The employee should first consult their immediate Supervisor or Manager in order to register their concern and wherever possible, mutually agree a solution to resolve the matter. If it is not appropriate for the employee to raise their concern in the first instance with their immediate manager because the grievance concerns their immediate line manager, then the employee should raise the matter with the members of the Trust in the first instance. The grievance should be in writing and a meeting should be arranged to discuss the issues as soon as possible.

#### **Stage 2**

If, in the opinion of the employee, a satisfactory answer is not received or a solution not mutually agreed, then the employee should raise the issue again in writing to the members of the Trust.

This should be done within 14 days of confirmation of the original decision.

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The Trust will be responsible for carrying out any necessary investigation and, where appropriate, conducting a second grievance hearing, where the matter will be given further consideration.

Both parties will be advised of any decision made and of any proposed action to be taken as soon as possible, the details of which will be confirmed in writing.

There are no further stages of the grievance procedure.

## Key points

- At all stages of the grievance procedure, you have the right to be accompanied by a fellow employee of your choice or by a trade union representative. The Trust does not officially recognise a Trade Union but employees do have the right to be accompanied by a Trade Union representative if they wish.
- Employees who have left the Trust can still invoke the grievance procedure. The above procedure may be modified to accommodate the circumstances as it may be more appropriate to communicate with the employee via letter, without the need for a face to face meeting to take place. This will be decided on a case by case basis and following discussion with the leaver.