



## **CANI GRIEVANCE PROCEDURE**

The aim of this procedure is to give a CANI employee the opportunity to raise a grievance either informally and/or formally and to discuss this with their employer with a view to having it resolved.

### **General Principles**

- Grievances should be raised as soon as possible, to allow issues to be resolved quickly.
- Employees should be given the opportunity to discuss their grievance and how they think it should be resolved.
- If the employee's grievance is against their line manager they may raise the matter with the Chair, or any member, of CANI council.
- CANI will ensure that the timing and location of all meetings under this procedure are reasonable.
- As far as is reasonably practicable, grievance hearings will be conducted by the Development Manager along with a member/s of CANI council. If the appeal involves the Development Manager he/she will not be involved.
- Employees will be entitled to be accompanied to any grievance or appeal hearing by a fellow worker or Trade Union Official (who may be either a full-time official employed by a union or a lay union official who has been reasonably certified in writing by his/her union as having experience of, or as having received training in, acting as a worker's companion).
- Employers, employees and their companions should take reasonable steps to attend grievance and appeal meetings.
- Records shall be kept detailing the nature of the grievance raised, the employer's response, any action taken, the reasons for it and other information relevant to the process. These records shall be kept confidential.
- There may be circumstances where the employer and employee feel it would be beneficial to involve a third party to help in resolving the issue, through for example a process of mediation. In this instance the grievance procedure may be temporarily set aside.

Mediation is a process whereby an independent third party intervenes in a workplace dispute to assist the parties to reach a satisfactory outcome.

The Labour Relations Agency can provide a mediation service to assist the parties. Further information on mediation is available on the Agency's website [www.lra.org.uk](http://www.lra.org.uk) or by telephoning 028 9032 1442.

### **Dealing with a grievance informally**

If an employee has a grievance or complaint to do with their work they should, wherever possible and in the first instance discuss it with their line manager. They may be able to agree a solution informally.

## **Formal grievance**

If it is not possible to resolve a grievance informally, or the employee does not feel it is appropriate to do so, they should raise the matter formally in writing to the Chair of CANI council, if the grievance is with the Chair it may be sent to any other Council member. The written grievance should contain details of the nature of the grievance and how they feel it might be resolved.

## **Grievance hearing**

CANI Council will appoint a grievance sub-committee and an appeals sub-committee. The grievance sub-committee will call the employee to a meeting to discuss their grievance. This will be held as soon as feasible from receipt of the complaint in writing. Employees should be allowed to explain their grievance and how they think it might be resolved. The employee will be entitled to be accompanied at this meeting. Following the meeting the grievance committee will advise the employee in writing within 5 working days or as may be agreed at the meeting what, if any action they have decided to take along with an explanation of how the decision was reached. The employee should be informed that they can appeal (and to whom the appeal should be made) if they feel that the grievance has not been satisfactorily resolved.

## **Appeal**

If the employee wishes to appeal they should let the person who issued the grievance decision know in writing stating their reasons(s) for appeal. This should be done within 5 working days of the decision being communicated in writing to them. An appeal meeting will take place within 5 working days of receipt of the appeal, or as soon as practicable thereafter between the appeals committee and the employee. The employee will be entitled to be accompanied at this meeting. Following the meeting the appeals committee will advise the employee in writing of the outcome of the appeal, within 5 working days from the appeal being heard, or as determined at the meeting. This decision is final.