

Healthwatch Cambridge and Peterborough

Grievance Procedure

Purpose of the procedure

Healthwatch Cambridge and Peterborough seeks to provide a supportive work environment. This is a straightforward procedure which employees with a concern, problem or complaint (called a grievance in employment law) relating to their employment will be able to use to resolve the issue as quickly as possible.

If you have a grievance about your employment wherever possible, you should discuss it informally with your line manager. The aim is to resolve the majority of concerns at this stage quickly and informally.

Dependent on the nature of your grievance, your line manager may use mediation to support resolving the complaint informally. Mediation can be provided by another Manager or Non-Executive Director of the organisation or it can be provided by a third party HR professional or solicitor depending on skills required for the nature of the grievance.

If this does not resolve the issue you should initiate the grievance procedure below as soon as is reasonably practicable.

1. Definition

A grievance is a concern, problem or complaint that an employee has about their work, the workplace or someone they work with – this includes management. Something has made them feel dissatisfied, and they believe it is unfair and/or unjust on them.

2. Grievance Procedure

Stage 1: Putting it in writing

You should put your grievance in writing and submit it to your line manager. If your grievance concerns your line manager, you should submit it to the next senior manager.

The written grievance should set out the nature of your complaint, including any relevant facts, dates, and names of individuals involved and any witnesses, so that your grievance can be fully investigated. Depending on the nature and seriousness

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of the grievance an investigation may be carried out by someone independent of the organisation.

As part of the process, upon receipt of your grievance received in writing, your grievance will be formally acknowledged and dependent on the circumstances an investigation may start of which you will be kept informed of the progress of the investigation and when the investigations should be concluded, or you may be invited to attend a grievance meeting.

Stage 2: Meeting

Where it a meeting is required to discuss your grievance in more detail, this will be arranged as soon as reasonably possible. You should make every effort to attend. If there are any delays in convening the meeting, you will be kept informed.

During the grievance meeting you may be accompanied by a trade union representative or a colleague.

If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will reschedule the meeting once, ordinarily within 5 working days.

We may adjourn the grievance meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.

We will write to you, usually within one week of the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal.

Stage 3: Appeals

If the grievance has not been resolved to your satisfaction you may appeal in writing to the CEO, stating your full grounds of appeal, within 5 working days of the date on which the decision was received by you.

Grounds for appeal include:

- The correct process not being followed
- Inaccuracies in the decision statement that have a material effect on the decision.

Other grounds may be considered relevant by the CEO, or Chair if they are the most senior manager.

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We will hold an appeal meeting, as soon as reasonably possible to do so. This will be dealt with impartially by a manager who has not previously been involved in the case, which may include an external representative.

Dependent on the circumstances of your appeal, you may be invited to an appeal meeting, which would be confirmed in writing. You will have a right to bring a companion as at earlier stages of the procedure.

We will confirm our final decision in writing, usually within one week of the appeal concluding. There is no further right of appeal.

Healthwatch Cambridgeshire and Peterborough follow the ACAS code of practice and details can be found on the following link:

[Disciplinary and grievance procedures | Acas](#)

Approved by Healthwatch Cambridgeshire and Peterborough Board of Directors

Date: March 2025

For Review

Date: March 2028

Responsible Officer

Chief Executive Officer of Healthwatch Cambridgeshire and Peterborough