Grievance Policy

PRN-74: **Grievance Policy**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to fostering a positive, respectful, and safe working environment. However, concerns, misunderstandings, or conflicts may arise. This Grievance Policy provides a clear, fair, and transparent process for employees, volunteers, and contractors to raise concerns relating to their work, treatment, or working conditions.

The policy ensures grievances are handled promptly, professionally, and without bias, while maintaining safeguarding, confidentiality, and organisational integrity.

2. Key Principles

- **Fairness:** All grievances are treated impartially and consistently.
- **Respect:** Individuals raising concerns are treated with dignity.
- **Confidentiality:** Information is shared only on a need-to-know basis.
- **Safety:** Grievances involving safeguarding are escalated immediately.
- **Transparency:** Processes and decisions are clearly communicated.
- **Non-retaliation:** Staff are protected from victimisation for raising concerns.
- **Resolution-focused:** The aim is to resolve issues constructively and promptly.

3. Policy Statement

CAREHOPES encourages staff to raise concerns early so issues can be resolved before they escalate. The organisation is committed to:

- Providing a clear grievance process
- Ensuring concerns are investigated fairly
- Protecting staff from retaliation

- Maintaining professional boundaries
- Upholding safeguarding responsibilities
- Ensuring compliance with employment law

4. Purpose

- Provide a structured process for raising and resolving grievances
- Promote a safe and supportive working environment
- Ensure concerns are addressed promptly and fairly
- Protect staff wellbeing and organisational integrity
- Strengthen communication and trust within the organisation

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers

It covers grievances relating to:

- Working conditions
- Treatment by colleagues or managers
- Bullying or harassment
- Discrimination
- Workload or scheduling
- Health and safety concerns
- Policy breaches
- Professional boundaries
- Safeguarding concerns
- Operational decisions

6. Related Policies (Selected ONLY from relevant categories)

Human Resources & People Management

- **PRN-115** Disciplinary Policy
- **PRN-081** Supervision and Appraisal Policy
- **PRN-065** Recruitment and Selection Policy
- **PRN-125** Induction Policy
- **PRN-043** General Leave Policy
- **PRN-079** Sick Leave Policy
- **PRN-132** Probation Policy
- **PRN-032** Employee Wellbeing Policy

Conduct, Ethics & Behaviour

- **PRN-014** Code of Conduct Policy
- **PRN-015** Code of Ethics
- **PRN-099** Professional Boundaries Policy
- **PRN-004** Anti Harassment & Anti Discrimination Policy
- **PRN-030** Dignity and Respect Policy

Governance, Compliance & Oversight

- **PRN-123** Governance and Accountability Policy
- **PRN-060** Policy Development Review and Document Control Policy
- **PRN-102** Compliance Monitoring

Safeguarding & Protection

- **PRN-003** Adult Safeguarding Policy
- **PRN-136** Safeguarding Children Policy
- **PRN-144** Child Abuse Policy
- **PRN-070** Safeguarding Reporting and Escalation Procedure

Digital & Information Governance

- **PRN-112** Data Protection and GDPR Policy
- **PRN-023** Confidential Information Management Policy
- **PRN-024** Confidentiality Policy

7. Definitions

Grievance: A concern, problem, or complaint raised by a staff member relating to their work or workplace.

Informal Resolution: Attempting to resolve concerns through discussion without formal procedures.

Formal Grievance: A written complaint requiring investigation and documented resolution.

Investigator: A manager or authorised person responsible for reviewing the grievance.

8. Types of Grievances

Grievances may relate to:

- Bullying or harassment
- Discrimination
- Unfair treatment
- Workload or scheduling issues
- Health and safety concerns
- Breach of professional boundaries
- Safeguarding concerns
- Policy breaches
- Interpersonal conflict
- Operational decisions
- Cultural or religious insensitivity

9. Grievance Process

9.1 Stage 1: Informal Resolution

Staff are encouraged to raise concerns informally with:

- Their line manager
- A supervisor
- HR representative

Informal resolution may include:

- Discussion
- Mediation

- Adjustments
- Clarification of expectations

If unresolved, proceed to Stage 2.

9.2 Stage 2: Formal Grievance

A formal grievance must be submitted in writing and include:

- Description of the issue
- Dates and details
- Individuals involved
- Attempts at informal resolution
- Desired outcome

Acknowledgement is provided within **5 working days**.

9.3 Stage 3: Investigation

The investigator will:

- Review the grievance
- Interview relevant parties
- Examine evidence
- Maintain impartiality
- Document findings

Investigations should be completed within **14–21 working days** where possible.

9.4 Stage 4: Outcome

The outcome may include:

- Resolution agreement
- Mediation
- Training or coaching
- Policy clarification
- Operational adjustments
- Disciplinary action (if misconduct is identified)
- Safeguarding escalation (if required)

Outcome is communicated in writing.

9.5 Stage 5: Appeal

Staff may appeal the decision within **7 working days**.

A different manager will review the case and issue a final decision.

10. Safeguarding Considerations

Grievances involving:

- Abuse
- Neglect
- Coercion
- Domestic abuse
- Child protection
- Unsafe working conditions
- Boundary violations

must be escalated immediately to the DSL.

Safeguarding overrides all grievance procedures.

11. Confidentiality

All grievance information is confidential and shared only:

- With authorised personnel
- On a need-to-know basis
- In line with PRN-112 Data Protection and GDPR Policy

Records must be stored securely.

12. Non-Retaliation

Staff must not be:

- Punished
- Dismissed
- Demoted
- Harassed
- Treated unfairly

for raising a grievance.

Any retaliation will result in disciplinary action.

13. Documentation & Record Keeping

Records must include:

- Grievance details
- Investigation notes
- Evidence
- Outcome
- Appeal decisions

Records are retained according to legal requirements.

14. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Feedback from staff or regulators