

Beyond Limits Dumfries & Galloway provides policies and procedures to promote safe and consistent practice across the Organisation. The framework laid down within our policies and procedures lets everyone know how we work and reflects our values and mission statement. Our policies and procedures are written to help us, employees of Beyond Limits Dumfries & Galloway, to make good, safe decisions.

Beyond Limits Dumfries & Galloway expects all employees to be familiar with the contents of all policies and procedures relevant to their role and to understand how to apply them within their daily work.

None of these documents stand alone, all fit within the larger framework of the way we work and any associated policies which are particularly relevant will be directly referenced.

Grievance Policy

Grievance Policy – what this means to Beyond Limits Dumfries & Galloway

To be able to provide an excellent service for the people we support, Beyond Limits Dumfries & Galloway requires good working relationships between employees. As an organisation, we want a no-blame learning environment, where employees feel listened to, and have the ability to identify and have what support is required to resolve issues before they become untenable. Beyond Limits Dumfries & Galloway realises however that there are times when an employee may feel they have been treated unfairly or disrespected by another employee.

Where an employee has a grievance in relation to any aspect of their employment or with their employer, they should raise this initially in an informal way with the Service Leader.

Employees should note that *a grievance is about how an employee has been treated*. Where an employee has a complaint concerning how a service is being delivered, this should be raised using Beyond Limits Dumfries & Galloway Questions, Suggestions and Complaints Policy.

For Beyond Limits Dumfries & Galloway to support people effectively, employees need to develop and maintain good working relationships with one another. Where possible we will attempt to

resolve any grievance at an informal stage. This might be through mediation with those involved or line management discussion and resolution through support and supervision processes or any other way that seems appropriate.

Employee Responsibilities

You have a responsibility to raise any grievances promptly and reasonably, assist Beyond Limits Dumfries & Galloway, if required, in any investigation of the matters raised in your grievance, follow the grievance procedure and attend all meetings arranged under it.

You may raise grievances either formally or informally. If you raise a grievance informally first, you may still raise the grievance formally subsequently if it is not resolved to your satisfaction.

Beyond Limits Dumfries & Galloway aims to deal with all grievances promptly and impartially, and to make all reasonable efforts to achieve a satisfactory outcome.

You have the right to appeal against a decision made by Beyond Limits Dumfries & Galloway of a grievance raised by you. In these cases, Beyond Limits Dumfries & Galloway will make every effort for the grievance to be dealt with by a different manager to the person who dealt with the grievance initially.

Informal Procedure

If you have any grievance, you should discuss this with the Service Leader in the first instance, who will then attempt to resolve the situation on an informal basis.

If you feel unable to approach your Service Leader directly, you should approach another manager or a more senior member of Beyond Limits Dumfries & Galloway, who will discuss with you, ways of dealing with the matter.

If attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal grievance under the following procedure.

Formal Procedure

Where an employee has a grievance relating to any aspects of his or her employment, and the initial discussion with the Service Leader has failed to resolve the grievance, he or she should set out their

dissatisfaction, in writing, to the Service Leader within **7 working days**. The Service Leader will ensure an investigation takes place and will attempt to resolve the matter within **15 working days**. While Beyond Limits Dumfries & Galloway will make every effort to settle any grievance within the time limits detailed in this procedure, this may not be possible on some occasions.

Attending the Grievance Meeting

You will be invited to a meeting to discuss the grievance, normally within 5 working days of us receiving your grievance. Beyond Limits Dumfries & Galloway will make all reasonable efforts to deal with formal grievances in a fair and consistent manner. You must take all reasonable steps to attend this meeting.

Prior to the meeting, you should ensure that you are fully prepared to present your grievance, share any supporting evidence and answer any questions relating to the incident/circumstances in question.

Notification of the Outcome

After the grievance meeting, an appropriate period of time may be taken to allow for any further investigation and/or the consideration of all of the facts before a decision is reached. Beyond Limits Dumfries & Galloway will make all reasonable efforts to deal with formal grievances in a fair and consistent manner.

Beyond Limits Dumfries & Galloway will then, normally, inform you in writing of its decision regarding the raised grievance without unreasonable delay. The letter will also explain your right to appeal against any decision taken,

Appeals against Grievance Outcomes

If you are dissatisfied with a decision made regarding a grievance you have raised, you have the right of appeal. Whenever possible, the appeal will be dealt with by a different manager to the person who originally dealt with the grievance.

The investigation will be undertaken by an appropriate person who will attempt to resolve it within a further **15 working days**.

Your appeal must be made in writing within **7 working days**, stating the reasons for the appeal, to the individual identified in the decision letter.

The Appeal Meeting

Beyond Limits Dumfries & Galloway will arrange and hold an Appeal Meeting as quickly as possible, normally within **5 working days**. You will be entitled to attend the appeal meeting and will be given an opportunity to state your case.

You must take all reasonable steps to attend this meeting. If you feel that you have a legitimate reason as to why you cannot attend the meeting on the proposed date, you must contact the person named on the invitation letter to inform them of this fact immediately. The meeting may then be delayed to facilitate your attendance, if this is considered reasonable.

The decision at this stage will be final.

Your right to be accompanied at Grievance Meetings

At all formal stages of this procedure, you are entitled to be accompanied by a fellow employee or by a trade union official. If you are under 18, your parent or guardian will be allowed to accompany you.

Should you wish to be accompanied, you must notify Beyond Limits Dumfries & Galloway of the name and position of your chosen companion as soon as possible.

Please Note:

All meetings provided for in this procedure will be arranged as quickly as possible. It is the intention of the procedure to resolve any issues raised at the earliest opportunity. While every effort will be made by Beyond Limits Dumfries & Galloway to settle issues within the time limits indicated, this may not be possible on some occasions. In these circumstances, an extension of time may be arranged.

As a small organisation, Beyond Limits Dumfries & Galloway may require or decide to use external suitably experienced individuals to undertake any of the roles identified above on our behalf.