



## Grievance Policy

**Jesus Shaped People is a movement, a 'whole church discipleship adventure'. It offers an innovative way of encouraging churches, particularly those serving marginalised communities, to re-shape their vision and work, responding to the call of Jesus to 'Follow me'. JSP aims to see spiritual renewal and transformation, churches inspired afresh in mission, and welcoming all.**

### **Introduction**

It is the policy of JSP to provide a good working atmosphere in which employees are treated with dignity and respect, and one in which employees feel that they are participating in meeting the objectives of their employer. However, JSP acknowledges that during the course of employment some employees may have concerns, problems or complaints that need to be addressed. These are known as grievances.

If you are unhappy about the treatment that you have received or about any aspect of your work, you should discuss this with your line manager, who will attempt to resolve the situation on an informal basis. If you feel unable to approach your line manager directly, you should speak to the Vice-Chair of Trustees, who will discuss ways of dealing with the matter with you.

It is our intention to try to resolve any problems informally, and through discussion in a responsible and constructive way, before using this formal procedure. If, however, this is not possible, the following procedure applies.

### **Principles**

- The organisation recognises that a formal grievance procedure can be a stressful and upsetting experience for all parties involved. Everyone involved in the process is entitled to be treated with respect. The organisation will not tolerate abusive or insulting behaviour from anyone taking part in, or conducting, the grievance procedure, and will treat any such behaviour as misconduct under the disciplinary procedure;
- At any stage of the procedure, mediation may be sought. For advice regarding this, employees should speak to the Vice-Chair of Trustees;
- At any stage during the formal grievance procedure, employees have the right to be accompanied by a work colleague or an accredited Trade Union representative if a reasonable request is made;
- The companion may make representations and ask questions but should not answer questions on the employee's behalf;
- All parties involved with the grievance should keep in mind the confidential nature of any information received;
- The outcome shall be confirmed in writing, normally within 10 working days of the final meeting, unless further investigation into the complaint is required which delays meeting this timescale;
- Employees are entitled to appeal the outcome.

## **Procedural arrangements**

### **Stage one**

#### **Informal resolution**

Informal resolution will allow ongoing working relationships the greatest chance to continue in an appropriate and constructive manner. An independent third party may facilitate a discussion between the parties, if a conversation with a line manager is unsuccessful. This is not mediation, however having someone else involved in the discussion may aid communication. Mediation may be offered as the next step, but both parties must agree to this.

### **Stage two**

#### **Formal Procedure**

Employees must set out in writing details of their grievance(s) and submit this to their immediate manager. You should stick to the facts and avoid language that is in any way insulting or abusive.

Where your grievance is against your manager and you feel unable to approach him or her, you should talk to the Vice-Chair of Trustees.

Before proceeding to a full grievance hearing, it may be necessary to carry out an investigation of any allegations made by you, although the confidentiality of the grievance process will be respected, wherever possible. If any evidence is gathered in the course of these investigations, you will be given a copy far enough in advance of the hearing for you to consider your response. In exceptional circumstances, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary, this will be explained to you and an appropriate summary of the evidence gathered will be given to you.

Employees will be invited to a hearing and must take all reasonable steps to attend. The purpose of the hearing is to consider and try to resolve the grievance(s) which the employee has previously set out in writing.

The outcome of the hearing will be confirmed in writing, as will the right of appeal.

#### **Procedural Notes**

- If the grievance is against a named respondent, that individual will be spoken to as part of any investigation and will have the chance to respond to the allegations before any final decision is made. In addition, once the grievance is concluded, if JSP determines that disciplinary action may be justified, the respondent will be afforded all the usual rights and entitlements under the Disciplinary Policy and Procedure.
- If an employee has lodged a grievance against a named respondent, the employee raising the complaint will be informed if the grievance is upheld or not upheld, and broadly what steps, if any, JSP intends to take. For the avoidance of doubt, the employee does not have the right to be informed of the specific details and outcomes of any further proceedings involving the respondent. Such information is confidential to the organisation, and those involved in conducting the proceedings.
- The employee, or any person acting on their behalf, is not normally permitted to record electronically any meeting held by the organisation as part of the grievance procedure. Any breach of this provision may lead to disciplinary action against the employee, up to and including dismissal.

#### **Potential Outcomes**

The following are potential outcomes of the formal stages of the grievance procedure:

- Grievance not upheld
- Grievance partially upheld
- Grievance upheld

Where the grievance is upheld fully or in part, appropriate actions will be determined as a result of this. However, recommendations may still be made, where appropriate, even when a grievance is not upheld, in order to prevent similar complaints being raised in the future.

**Stage three**

If an employee believes that one of the reasons for appeal exists after the outcome at Stage 2, he or she has the right to an appeal. Employees must submit their appeal in writing within seven calendar days of receiving the written Grievance outcome.

The reasons for appeal: –

- Point/s of procedure or policy were not followed correctly at stage 2 of the procedure.
- New evidence has come to light which was not previously made available to the JSP Grievance panel
- An employee believes the decision is wrong as information was not considered sufficiently when making the decision.

An appeal hearing will be convened within 14 days of receipt of the appeal, unless further investigation into the appeal is required which delays meeting this timescale.

You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

The appeal hearing will be conducted by a separate manager/trustee to the one who undertook Stage 2 of the process. The purpose of the appeal meeting is to consider and try to address the appeal point (s) which have been set out in writing. It is not a re-hearing of the original grievance but is intended to address only the specific points of the appeal. This may possibly mean that the original panel’s decision must be re-considered.

Following the appeal meeting, you will be informed of the outcome within ten working days, wherever possible. The outcome of this meeting will be final and marks the end of the procedure.

Employees will be expected to take all reasonable steps to attend the appeal meeting.

In the event that it is found that a grievance previously raised by an employee is malicious, fabricated or falsified, then disciplinary action may be taken.

Approved at a meeting of the Trustees on 6 April 2022

Signed: .....

Date for review: April 2023