

ST. LUKE'S CHURCH, LODGE MOOR (ST. LUKE'S)
GRIEVANCE PROCEDURE

1. PURPOSE AND SCOPE

St. Luke's realises the importance of good working relationships between everyone working for it. It therefore tries to establish an atmosphere in which problems can be discussed and resolved and the aim is to encourage open communication. St. Luke's also believes that it is in everyone's interest to ensure that an Employee's grievances are dealt with quickly and fairly and that a grievance procedure should enable him/her to raise issues with his/her supervisor and, if necessary, with the Trustees.

2. POLICY

St. Luke's will try and resolve, as quickly as possible, any grievance an Employee may have about his/her work or about problems arising in the course of his/her work. This procedure is non-contractual but applies to all Employees, who should familiarise themselves with its provisions. At all stages of the procedure matters will be dealt with promptly and without undue delay. Employees are also expected to act promptly in raising and pursuing their grievances and may be required at any time to provide further details of the grievance.

3. PROCEDURE

3.1 Stage 1

The Employee's first step should be to raise any grievance with his/her supervisor or with the person to whom he/she immediately reports who will normally be best placed to respond to his/her complaint.

3.2 Stage 2

If however the matter cannot be satisfactorily resolved informally, the Employee should raise the matter in writing with his/her supervisor or the person to whom he/she immediately reports who will try to agree a satisfactory solution with the Employee. The person with whom the grievance is raised will normally be the Vicar/Minister or Hall Manager, but should not be the person who is the subject of the grievance. If the grievance relates to the Hall Manager, it should be raised with the Vicar/Minister and if it relates to the Vicar/Minister, it should be raised with a Trustee. If the Employee so requests his/her supervisor or the person to whom the complaint has been made (if not his/her supervisor) will arrange a formal meeting to discuss the grievance and the Employee will be informed of the date, time and place of the meeting and of his/her statutory right to be accompanied by a trade union representative or by a work colleague. The person hearing the grievance will consider any oral or written representations made by or on behalf of the Employee and any documentary evidence submitted to him/her and will within

ten working days of the meeting advise the Employee of his/her decision and the action (if any) he/she proposes to take. If it is not possible for him/her to respond within this period, the Employee will be given an explanation for the delay and told when the response can be expected.

3.3 Stage 3

If the Employee is dissatisfied with the outcome, he/she should put his/her grievance in writing to the Chairman or Secretary of the Trustees in a final attempt to resolve the grievance. A Trustee or panel of Trustees appointed by the body of Trustees will arrange to hear the grievance and inform the Employee of the date time and place of the hearing and of his/her statutory right to be accompanied. Following the hearing (at which the Employee will be entitled to make any oral or written representations and present any documentary evidence) the Trustee or panel of Trustees will inform the Employee in writing of his/her or its decision and the action (if any) he/she or it proposes within 10 working days. If it is not possible to respond within this period, the Employee should be given an explanation and be told when the response can be expected. The decision of the Trustee or panel of Trustees shall be final. The stage 3 hearing should be conducted by a person or persons who has/have not been involved in previous decisions.

4. INTERVIEW PROCEDURE

At all stages of this procedure meetings/hearings will be held whenever possible within fifteen working days of the grievance being raised or of a Stage 2 request being made or of the receipt by the Chairman or Secretary of Trustees of a Stage 3 written grievance. A written record of the meeting/hearing should be agreed if possible and, if agreed, signed by the interviewer and the Employee and recorded on his/her personnel file. A companion accompanying the Employee at the meeting/hearing, shall have the right to make representations on behalf of the Employee (if the Employee so wishes) but shall not be entitled to answer questions on the Employee's behalf.

5. CONFIDENTIALITY

Information relating to any grievance brought by an Employee shall remain confidential.