

## **Cambridge Carbon Footprint Grievance Procedure (Employees)**

“Anybody working in an organization may, at some time, have problems or concerns about their work, working conditions or relationships with colleagues that they wish to talk about with management. They want the grievance to be addressed, and if possible, resolved. It is also clearly in management's interests to resolve problems before they can develop into major difficulties for all concerned.

Issues that may cause grievances include:

- terms and conditions of employment
- health and safety
- work relations
- bullying and harassment
- new working practices
- working environment
- organisational change
- discrimination

See: [www.acas.org.uk](http://www.acas.org.uk)

The trustees of Cambridge Carbon Footprint hope that the atmosphere and working relations within CCF are such that in most circumstances mutual respect and open discussion about difficulties arising at work preclude the need for a formal protocol. However, some issues may be perceived as too sensitive or too contentious to be resolved informally. The CCF Grievance Procedure has been drawn up in accordance with ACAS guidelines; the aim is to simplify and clarify a process that we hope will support a constructive response to serious concerns that occasionally arise, and lead to positive ways forward.

### **Stage 1 – informal discussion**

If you have a complaint or grievance, the first step is to discuss this with your line manager, to see whether it can be resolved informally through discussion. In practice, identifying a concern as a serious one, and bringing it to the attention of a manager are very likely to bring a resolution.

### **Stage 2 – Grievance Meeting**

Either through discussion, or in the event that you feel that a meeting is needed to look at your grievance in a more formal way, you should set out your concerns in a factual manner in writing. A meeting should then be arranged with you as soon as possible, ideally within 5 days.

If the grievance concerns your line manager, and you feel unable to approach them directly, you should approach the director of CCF about the matter. If the director is your line manager, and the grievance is about the director, you should contact the Chair of CCF's Board of Trustees. The Chair may conduct the Grievance Meeting, or may ask another trustee to do this.

You have a statutory right to be accompanied to the Grievance Meeting by a co-worker, or by a trade union official. ACAS provides guidelines in line with government policy about the role of a person accompanying an employee in these circumstances, (known as the companion) on page 47 of their guide, 'Discipline and Grievances at Work', (see: [www.acas.org.uk](http://www.acas.org.uk)), which will be referred to if you wish to be accompanied at the meeting.

The Grievance Meeting will be held in private, and the manager (or trustee) conducting the meeting will treat any information disclosed by you respectfully, with agreement as to confidentiality (see CCF Disciplinary and Grievance Procedures Ground Rules).

Either you or the person conducting the meeting may suggest an adjournment if further time, consideration or information is needed.

### Response

Although the manager (or trustee) may respond directly to your grievance at the meeting, it is more likely that they will need time afterwards to reflect on what has been said, and perhaps to make further enquiries. The manager (or trustee) should write to you within 7 days, or should explain to you if more time is needed to make a written response. The response letter should include a summary of the discussion that has taken place, and any action proposed to resolve your grievance.

You are asked to make a written reply to the manager or trustee's letter within 7 days of receipt, or let the manager (or trustee) know if you need more time before responding. In your letter, you should say whether you are satisfied with the response to your grievance, or whether you wish to appeal.

In the event that you are satisfied with the response, you may wish to make a date to review matters with your line manager (and the person who conducted the meeting, if not your manager), to ensure that the issue has been fully and satisfactorily resolved.

If you are dissatisfied with the meeting, or with the written response, you can request a further meeting under the Grievance Procedure.

### **Stage 3 – Appeal Meeting**

The request for an Appeal Meeting should be made to the director of CCF, or if the director conducted the Grievance Meeting, you should approach the Chair of the Board of Trustees. If a trustee conducted the Grievance Meeting, another trustee will conduct the Appeal Meeting.

You may wish to amend or rewrite the original letter outlining your grievance, in which case you should send the new letter to the person conducting the Appeal Meeting with sufficient time for them to consider your concerns in detail beforehand.

You have a statutory right to be accompanied at this meeting by a co-worker or a trade union official, as above.

The person conducting the Appeal Meeting should write to you as soon as possible after the meeting with a summary of discussion, and any plan of action to resolve your grievance.

This is the final stage of the CCF Grievance Procedure.