



HARBOUR

GRIEVANCE POLICY AND PROCEDURE

FULL REVIEW TRACKING

A “Full Review” refers to a point when the whole document is reconsidered by appropriate stakeholders to establish if it is still fit for purpose and this is formally signed-off at the appropriate management level. This acts as an assurance that Harbour’s position on key matters is up to date with legislation, regulation and good practice.

Policy owner	Ngeme Ntuli, Director of Finance and Business Support
Document author(s)	Group HR & OD Manager, Lisa Haddow
Approved by	Leadership Team
Employees	This policy applies to employees of: • Harbour Homes • Harbour Lettings
Audited by Law at Work	
Review cycle	Every three years
Last reviewed	August 2023
Next review date	August 2026
Communications & training methods	• As part of induction • Line manager training • On Doctract – required reading • Regular referrals to the policy in employee communications
The policy has a direct link to the following Harbour policies and procedures	• Respect at Work Policy • Performance and Reward Policy • Capability Policy • Disciplinary Policy and Procedure
This policy complies with the requirements of these legal and/or regulatory documents	• Equality Act 2010 • ACAS Code of Practice
Equality & Diversity Impact (EI) Assessment Status	This document was EDI Assessed by Muriel Jackson, HR & OD Business Partner and Kirsty Thomson, HR & OD Business Partner using Harbour’s set procedure in January 2024 and is considered to be free of anything which may lead to any unfair discrimination in its application.

GRIEVANCE POLICY AND PROCEDURE

1. Policy statement

- 1.1 Harbour recognises that colleagues may, in the course of their employment, have a complaint about their working conditions, pay or benefits, health and safety or working relationships. The purpose of this policy and procedure is to provide a framework and guidance for how your complaint will be dealt with.
- 1.2 If your concern is around bullying, harassment, discrimination, or victimisation you should first read the [Respect at Work Policy](#). It provides information on what these terms mean, and it discusses the approach for informal resolution. If you think an informal approach hasn't resolved your complaint, or that it is not appropriate to deal with the complaint informally, you should raise a formal grievance through this policy and procedure.

2. Main points

- 2.1 Harbour recognises, in most cases, an informal approach achieves the best outcome for any complaints, and your manager will support you to resolve your complaint informally.
- 2.2 Any grievance should first be raised with your line manager. If the grievance concerns your line manager, then you can go to the next level of management or an HR&OD Business Partner.
- 2.3 An internal manager will be appointed to investigate the grievance. An external consultant may be appointed where the issues are particularly sensitive or if there is considered to be a conflict of interest.
- 2.4 If a grievance is raised against you, the matter will be dealt with confidentially and you will be supported by your line manager during the process. You can also seek advice from the HR & OD Team or refer to the Employee Assistance Programme.
- 2.5 Confidentiality is essential. The Disciplinary Policy and Procedure may be used if confidentiality is breached.

3. Roles and responsibilities

Colleagues

Are responsible for:

- Raising any concerns or complaints they may have as quickly as possible.

Line managers

Are responsible for ensuring:

- Concerns and complaints are responded to in line with the policy and procedure
- Working with a member of the HR & OD Team to ensure the grievance procedure is followed to the standards expected by Harbour.

HR & OD Team

The HR & OD Team are responsible for:

- Supporting managers to apply the grievance procedure
- Advising colleagues, if required, on what the procedure will involve
- Record Keeping.

4. Informal discussions

- 4.1 We aim to resolve problems in the workplace informally where possible. If you have a complaint, the first step is to speak to your line manager in order to raise concerns and address the issue/find a solution.
- 4.2 If there is a reason you can't speak to your line manager, you should speak to the next level of management and/or an HR&OD business Partner.
- 4.3 If informal resolution has been unsuccessful or the matter is deemed too serious for informal resolution you should initiate the formal procedure.

5. Formal Procedure

- 5.1 You should raise a formal grievance in writing to an appropriate Manager or a member of the HR&OD Team. Your Grievance should include the detail of your complaint and suggested resolution.
- 5.2 You will receive an acknowledgement of your Grievance within two working days of it being received.
- 5.3 An appropriate manager will be appointed, by the HR&OD Team, to conduct the formal process.
- 5.4 A grievance meeting will be arranged at the earliest convenience. The purpose of this meeting is for the manager to discuss your grievance in detail with you. At the end of the meeting the manager will discuss the next steps. This could include further investigation and/or an anticipated timescale for an outcome to be provided.

- 5.5 You have the right to be accompanied by a colleague or union representative at the Grievance meeting.
- 5.6 A copy of the meeting notes will be shared with you after the meeting for your agreement.
- 5.7 The manager will likely be accompanied by a member of the HR & OD Team.

6.0 Grievance outcome

6.1 Possible outcomes

- Grievance not upheld - There is no evidence to support your grievance
 - Grievance fully upheld - There is evidence to support your grievance
 - Grievance partially upheld - There is evidence to support some of the concerns you've raised but not others.
- 6.2 The outcome of the grievance will be provided in writing, normally within seven working days of the meeting. If further investigation is required, resulting in a delay to this timescale, you will be advised of this.

7.0 Appeals

- 7.1 You will have the right to appeal the outcome of your grievance if you believe the decision to be flawed for reasons other than wanting a different decision for example, an error in the process, failing to take into account key evidence, new evidence that the manager was unaware of.
- 7.2 The outcome letter will explain who your appeal should be sent to. You should submit your appeal within seven calendar days of receiving the outcome letter.
- 7.3 Another manager with no previous involvement in the grievance will be appointed to hear the appeal.

8.0 Person Complained About

- 8.1 Where a Formal Grievance relates to a Respect at Work complaint, or the conduct of a colleague, the person complained about will be made aware that a complaint has been made and the general nature of the complaint.
- 8.2 If you are the subject of a complaint, you will be made aware of the process and support that will be available to you.

- 8.3 You will be asked to attend an investigation meeting where you will have the opportunity to respond fully to the allegations made against you. You will have the right to be accompanied at this meeting.
- 8.4 The outcome of the Grievance will be communicated to you once the investigation is complete.
- 8.5 Where the allegation is upheld, and there is a finding of misconduct, the matter will then be managed under the Disciplinary Policy and Procedure.