

PAISLEY & DISTRICT

Grievance Procedure

1 Introduction

The aim of this Grievance Procedure is to settle grievances or complaints fairly and it is intended to operate simply and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably. If a member has a problem with any other member, and is unable to sort it out informally, the matter should be referred to the Executive Committee.

If the problem is serious or remains unresolved or the member wishes to raise the matter formally, the member can use the formal grievance procedure. In the case of a grievance being taken out as a counter-grievance, or in response to the start of disciplinary action, it may be appropriate to deal with both issues at the same time. If appropriate, the disciplinary procedure may be temporarily suspended in order to deal with the grievance.

2 The Procedure

- i. Raise the grievance in writing. The member should raise a grievance with either the Chair or Business Secretary without unreasonable delay, normally within one month of the incident (or final incident) which gives rise to the complaint.
- ii. The grievance will be heard by a sub group of the Executive Committee consisting of not less than 3 members.
- iii. Whoever deals with the grievance at the meeting, will normally be excluded from hearing any appeal.

The member must detail in writing the specific circumstance or circumstances which constitute the grievance, with dates, times, witnesses, etc. as applicable. Members should stick to the facts and avoid insulting or abusive language other than what is included in the facts.

Invitation to a Grievance Meeting. - The Chair of the Executive Sub group hearing the grievance, will invite the member to attend a meeting, without unavoidable delay to discuss the matter.

Grievance Meeting - Where possible, a note-taker, who must be uninvolved in the case will take down a record of the proceedings. Chair of the sub group will introduce the meeting, read out the grounds of the member's grievance, ask the member if they are correct and require the member to provide clarification regarding details of the grievance if unclear.

The member will be given the opportunity to put forward her/his case and say how they would like to see it resolved. The member may call witnesses and refer to any documents previously provided to the sub group. The subgroup members may question the member and any of the member's witnesses.

If the grievance is against another member that member may then give evidence to the sub group. That member may call witnesses and refer to any documents previously provided to the sub group. The subgroup members may question that member and any of the member's witnesses.

The member will be given the opportunity to sum up but may not introduce any new material. If the grievance is against another member that member may then sum up but may not introduce new material.

The meeting may be adjourned by Chair of the sub group) if it is considered necessary to undertake further investigation. Any necessary investigations will be carried out to establish the facts of the case. The meeting will be reconvened as soon as possible.

Having considered the grievance, the sub group's chair will give her/his decision regarding the case in writing to the member which will normally be within five working days. If appropriate, the decision will set out what action the organisation intends to take to resolve the grievance or if the grievance is not upheld, will explain the reasons. This will also include notifying the member of her/his right of appeal and the procedure to be followed.

Appeal

If still unresolved, the member may refer the matter back to the executive committee who will constitute an appeals sub group (excluding any member who heard original grievance).

The member wishing to appeal against a grievance decision, must do so in writing within five working days of receiving written notification of the grievance decision, stating the reasons for the appeal. Any documents submitted in support of the appeal must be attached. Arrangements for the appeal meeting will be made by the Chair of the appeals sub group, who will ensure that a notetaker is present if possible.

The appeal meeting should be held without unavoidable delay. Where possible, at least two members of the Executive Committee will constitute an Appeal Sub group. The members hearing the appeal should, if at all possible, have had no direct involvement in the case. The meeting may be adjourned by the Chair of the Appeal sub group, if it is considered necessary to undertake further investigation. The meeting will be reconvened as soon as possible. The decision of the Appeal Sub group shall be notified to the member in writing and, shall be final.