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Grievance Procedure Policy

Metanoia Institute

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Related policies

- Disciplinary Policy
- Anti - Bullying and Anti - Harassment Policy
- Whistleblowing Policy
- Capability Policy
- Flexible Leave Policy
- Employee Assistance Programme

External Reference

1. Code of Practice on disciplinary and grievance procedures | Acas UK Advisory, Conciliation and Arbitration Service.
2. Equality Act 2010
3. Employment Act 2002

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Metanoia Institute Grievance Policy

1. Policy Statement

The Metanoia Institute aims to deal with grievances promptly, fairly, consistently, and as near as possible to the point of origin. Grievances are concerns, problems, or complaints that members of staff raise with their employer.

This Procedure conforms to the Employment Act 2002 and reflects the ACAS Code of practice and Guidance on Disciplinary Practice and Procedures.

2. Purpose

The purpose of the Grievance Policy and Procedure is to support Metanoia's commitment to promoting and ensuring a working environment where individuals are treated with dignity, respect and courtesy. The procedure is designed to resolve concerns, complaints and any other issues raised by staff, with the aim of providing staff with an opportunity to seek redress and resolve such issues without any unreasonable delay. Examples of concerns that staff can raise may relate to bullying, harassment, discrimination and victimisation, and unfair treatment.

This policy sets out for raising, addressing, and resolving concerns without unreasonable delay.

1. Complaint or concern relates to bullying, harassment, discrimination, or victimisation, should be handled according to the "Dignity at work & Study policy for staff and students."
2. If a complaint or concern directly pertains to ongoing disciplinary proceedings, the employee should raise this during the disciplinary procedure, such as the disciplinary or appeal hearing.
3. If a grievance is raised during disciplinary proceedings but is unrelated to the ongoing proceedings, both the disciplinary and grievance procedures will normally run independently in parallel.
4. Any complaint investigated resulting in finding of misconduct may lead to disciplinary action being taken as outlined in the Disciplinary procedure.

3. Scope

This policy applies to all Metanoia Institute's employees who are currently employed at the Metanoia Institute. Employees should report any matters following the reporting options outlined in this policy.

The Grievance Procedure is designed to enable grievances to be resolved as quickly as possible and applies to all employees regardless of length of service. 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.

4. Definitions

1. In this policy "complainant" refers to the employee with a grievance and "respondent" refers to the employee against whom the grievance has been raised. The term "parties" refers to the complainant and the respondent.
2. In this policy "employees" are people who work for Metanoia Institute under a contract of employment.

5. Roles and Responsibilities

1. Metanoia Managers: are responsible for ensuring that the process is followed and where appropriate referred to Metanoia People Team to guarantee that all matters are resolved promptly and fairly.
2. All staff are advised to familiarise themselves with this policy and the appropriate Metanoia Policies. Any issues related to this policy, please contact hr@metanoia.ac.uk
3. Metanoia people department are responsible for ensuring that any grievance raised is acknowledged and investigated promptly, fairly, consistently, and without unreasonable delay. It will carry out necessary investigations, meet with the employees to discuss their grievance, and inform them of the outcome.

6. Principles

- All procedures and documents relating to a grievance should be treated confidentially and information will only be shared with those who have a genuine need to receive it.
- Grievances should be addressed promptly. Time limits within the procedure should be adhered to wherever possible.

- An employee has the right to be accompanied by a companion who is a work colleague, trade union representative or an official employed by a trade union, at every formal stage of the procedure. The companion should not be someone who may have a conflict of interest or who may prejudice the hearing. The employee should notify the panel of their chosen companion prior to a meeting.
- If any aspect of the grievance procedure causes you difficulty on account of any disability that you may have, or if you need assistance because English is not your first language, you should raise this issue with the HR Department, who will make appropriate arrangements.
- The employee, or any person acting on his/her behalf, is not normally permitted to record electronically any meeting held by the Institute as part of the grievance procedure. Any breach of this provision may lead to disciplinary action against the employee, up to and including dismissal. In certain limited circumstances, the Institute may permit the meeting to be recorded electronically. For example, where the employee is disabled, it may be appropriate as a reasonable adjustment under the Equality Act 2010. Where the Institute permits the meeting to be recorded electronically, it will take responsibility for making the recording.
- To ensure fair treatment and, where appropriate, provision of support by the Metanoia Institute in the application of this procedure, employees should be invited to provide information about any equality or diversity issues which may be relevant.
- The Institute processes personal data collected during informal complaints and the formal grievance procedure in accordance with its data protection policy. In particular, data collected as part of informal complaints and the grievance procedure is held securely and accessed by, and disclosed to, individuals only for the purposes of responding to the complaint(s) or conducting the grievance procedure. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with the Institute's data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the Institute's disciplinary procedure.
- The Institute 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 calmly and with respect. The Institute will not tolerate abusive or insulting behaviour from anyone taking part in or conducting grievance procedure and will treat any such behaviour as misconduct under the disciplinary procedure.
- The employee (and representative, where applicable) should make every effort to

attend the scheduled meetings, which will only be re-arranged in exceptional circumstances.

7. Mediation

Mediation can be a good way to help see the other person's perspective and help the other side see how their behaviour is impacting others. Mediation is an important consideration for resolving issues at an early stage and the Metanoia Institute strongly encourages employees to participate if this is recommended as a way of resolving a complaint. At any stage in this procedure, the parties to the grievance may request that the matter be referred for mediation. It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of your grievance. This involves the appointment of a third-party mediator, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution. Mediation will be used only where all parties involved in the grievance agree.

8. Grievance Procedure

Informal Resolution

Employees experiencing problems in the workplace should raise these in the first instance with their line manager with the aim of seeking informal resolution to the issue(s). The line manager will meet with the employee(s) and, where appropriate, other relevant parties to clarify the matter and to seek a resolution that addresses concerns.

1. Grievances can often be resolved quickly and informally through discussion with managers and there is an expectation that every effort will be made to resolve matters informally. Employees are therefore expected to raise any concerns or issues informally with their manager.
2. An employee is expected in the first instance to raise a matter of concern informally with their line manager. This should be raised within 3 months of any alleged incident. Managers will discuss an employee's concerns in confidence with him/her, make discreet investigations, as appropriate, and attempt to address his/her concerns fairly and promptly.
3. Managers are required to give any grievance that has been raised informally full and proper consideration, without unreasonable delay, and to facilitate mutually acceptable solutions to concerns raised by employees.
4. Managers are expected to have met with the employee(s) raising the informal grievance within 10 working days. If for any reason this is not possible the manager should communicate to the individual(s) who have raised the informal grievance when

they can expect a response. Managers can seek support from their HR Partner on facilitating solutions.

5. If the grievance relates to the line manager, then the employee(s) should raise the issue informally with the next more senior line manager or HR.
6. If the grievance relates to the senior line manager, then the employee(s) should raise the issue informally with the employee's direct line manager.
7. Both parties should consider mediation to aid resolution if informal attempts to address the concern are unsuccessful.
8. It is the manager's responsibility to seek to resolve the grievance informally and to notify the individual of the outcome. This would normally take the form of a summary note of the discussion and its outcome.
9. Where attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal grievance under this procedure. A formal grievance should be concerned with the way in which you believe you have been treated by the Institute or its managers acting on its behalf, or about any aspect of your work.
10. Grievances raised while you are subject to disciplinary proceedings will usually be heard only when the disciplinary process has been completed. In so far as a grievance has any bearing on the disciplinary proceedings, it can be raised as a relevant issue during those proceedings.

Formal Resolution

1. If it is not possible to resolve a grievance informally, the employee should raise the matter formally, and without unreasonable delay, by putting his/her grievance in writing.
2. The first stage of the grievance procedure is for you to put your complaint in writing. This written statement will form the basis of the subsequent hearing and any investigations, so it is important that you set out clearly the nature of your grievance and indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place.
3. Your complaint should be headed "Formal grievance" and sent to your line manager. If your complaint relates to the way in which you believe your line manager is treating you, the complaint may be sent to Head of HR.
4. Further attempts may be made to resolve the matter informally, depending on the nature of your complaint. However, if you are not satisfied with the outcome, we will proceed to a full grievance hearing.

5. Before proceeding to a full grievance hearing, it may be necessary to carry out investigations 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 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.
6. Employees should be as precise and explicit as possible about details of the times, dates and places that incidents took place and the names of any witnesses during the investigation.

9. Investigation

If an investigation is deemed appropriate, the manager of the individual raising the grievance will investigate. Where the grievance relates to other employees, the individuals involved will be informed in writing of the nature of the complaint and will be given the opportunity to submit a response.

The results of the investigation will be provided by the manager in the form of an investigation report. This report will also be made available to the employee raising the grievance and any employee(s) named in the grievance. Following the investigation, the manager may deem it appropriate to hold a further grievance meeting with the employee raising the grievance. The purpose of this meeting is to seek clarification on any further issues that might have arisen and to allow the employee to comment on the findings of the investigation.

10. The Grievance Hearing

1. The hearing will be held as soon as is reasonably practicable and, subject to any need to carry out prior investigations, within 5 working days of the receipt of your written complaint. It will be conducted by your line manager or another senior member of staff and attended by an HR representative. At the meeting, you will be asked to explain the nature of your complaint and what action you feel should be taken to resolve the matter. Where appropriate, the meeting may be adjourned to allow further investigations to take place.
2. Where it is not possible to hold a face-to-face meeting, we will conduct the grievance hearing remotely. We will ensure that you have access to the necessary technology for participating in the process.

3. You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform your line manager or HR as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.
4. While you will be given every opportunity to explain your case fully, you should confine your explanation to matters that are directly relevant to your complaint. Focusing on irrelevant issues or incidents that took place long before the matters in hand is not helpful and can hinder the effective handling of your complaint. The manager conducting the hearing will intervene if they think that the discussion is straying too far from the key issue. The manager may also intervene to ensure that the meeting can be completed within a reasonable timeframe, depending on the nature and complexity of your complaint.
5. Following the meeting, you will be informed in writing of the outcome within 5 working days and told of any action that we propose to take as a result of your complaint. You may discuss this outcome informally with either your manager or the Head of HR.
6. If you are dissatisfied with the outcome, you may make a formal appeal.

11. Appeals

1. Your appeal should be made in writing to the HR Department. You should clearly state the grounds of your appeal, i.e. the basis on which you say that the result of the grievance was wrong or that the action taken as a result was inappropriate. This should be done within 5 working days of the written notification of the outcome of the grievance. An appeal meeting will be arranged to take place within 5 working days of the submission of your formal appeal, wherever possible.
2. The appeal will not involve a full re-hearing of the case but a review of the decision already made in relation to the grounds for appeal i.e. to determine if the previous decision was fair, consider whether there were any factual or procedural errors and judge the reasonableness of the decision in relation to the policy.
3. You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform your line manager of this as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence. Where it is not possible to hold a face-to-face meeting, we will

conduct the appeal hearing remotely. We will ensure that you have access to the necessary technology for participating in the process.

4. The appeal hearing will be conducted by the Director of People and Culture, who will consider the grounds that you have put forward and assess whether or not the conclusion reached in the original grievance hearing was appropriate.
5. Following the appeal meeting, you will be informed of the outcome within 5 working days, wherever possible. The outcome of this meeting will be final. If you remain dissatisfied, you may refer the matter to the final appeal stage.

12. Monitoring and Review

Metanoia Institute monitors formal grievances by the sex, ethnic origin, age and disability status of both complainants and respondents in order to generate data that will enable Metanoia Institute to examine whether certain groups may be disadvantaged by any aspects of its employment policies or practices.

Levels of Actions

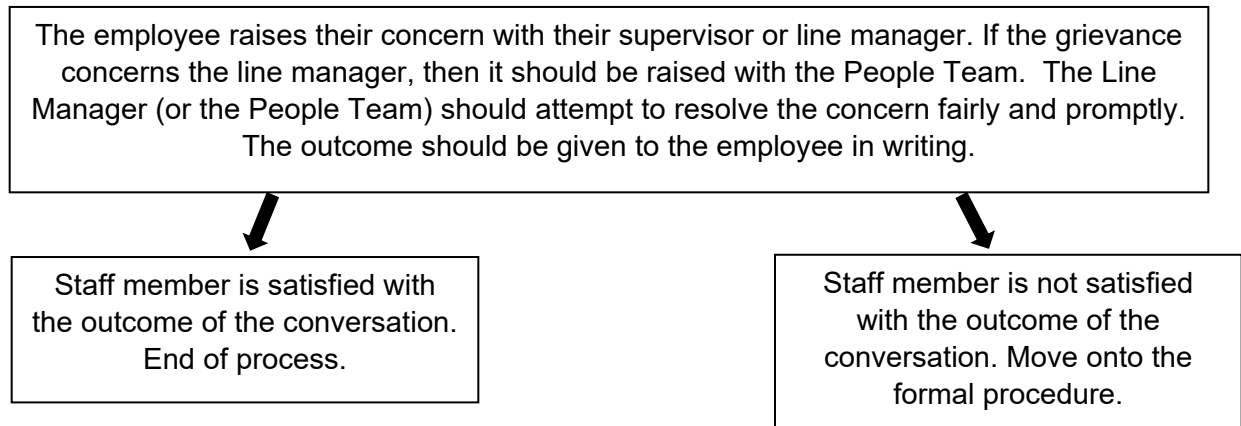
Level of Manager	Informal	Formal	Appeal
Manager is not Head of Department	Line Manager	Line Manager	Director of People and Culture or CEO
If Manager is Head of Department	Head of Department	Senior Line Manager	Director of People and Culture or CEO
If grievance is against Head of Department	Line Manager	Senior Line Manager	Director of People and Culture or CEO
If Grievance is against Directors	Head of Department or Head of People and Culture	CEO	External

Annex 1 GRIEVANCE FORM

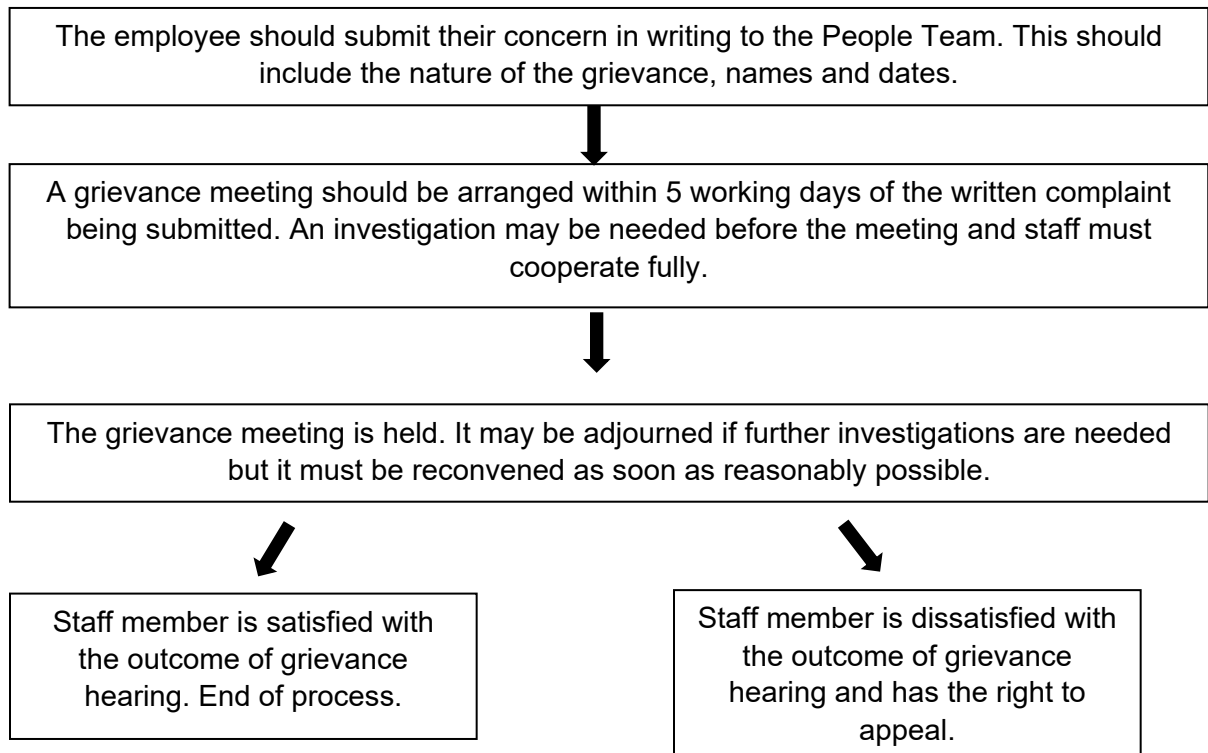
Name			
Job title			
Line Manager			
Location			
Please describe briefly the nature of your grievance. This should provide sufficient information for the reader to understand the background and circumstances of why you are aggrieved, attach any relevant supporting documents.			
Please confirm what action you have taken to resolve your grievance informally.			
Please outline details of why you are not satisfied that this matter has been resolved informally.			
Please describe the outcome / remedy you are seeking.			
Signature of employee		Date	
RECEIPT BY			
Signature		Date	

Metanoia Grievance Policy Flowchart

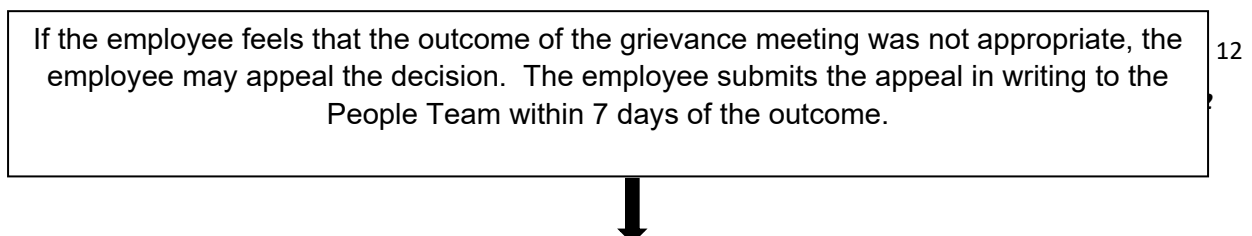
Stage 1 - Informal Resolution



Stage 2 - Formal Resolution



Stage 3: Appeal



The original decision is upheld.
This is a final decision, but the employee may seek legal advice.

The original decision is overturned, and no further action is to be taken.

The hearing is held within 2 to 5 days but allowing time for the employee to arrange a companion. The employee presents why they have appealed the decision, new evidence is examined, and the points are discussed to reach a verdict and end the hearing. Within 7 days the employee will receive one of the following decisions in writing.