

# PP04 Grievance Policy and Procedure

Serendipity Healthcare Ltd  
Unit 5 Millennium Way, Dunston, Chesterfield, Derbyshire, S41 8ND



## 1. Purpose

- 1.1 This policy is a framework for resolving a formal grievance which an employee has concerning any aspect of his/her employment.
- 1.2 The basic aim of the grievance procedure is to try and arrive at a mutually satisfactory solution of the grievance as quickly as possible. Employees are therefore encouraged to deal with the problem informally in the first instance with their manager. If it is not possible to resolve a grievance informally, employees should then formally raise the matter without unreasonable delay with a manager who is not the subject of the grievance. This should be done in writing and should set out the nature of the grievance.
- 1.3 The objective of a grievance procedure is to provide a recognised channel through which a grievance can be brought to the attention of management by providing the right for an employee to have their grievance heard, investigated and, if proved justified, remedied.
- 1.4 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?
SAFE	S6: Are lessons learned and improvements made when things go wrong?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

- 1.5 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:
  - Equality Act 2010
  - Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
  - Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
  - General Data Protection Regulation 2016
  - Data Protection Act 2018

## 2. Scope

- 2.1 The following roles may be affected by this policy:  
All staff

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2.2 The following Service Users may be affected by this policy:

Service Users

2.3 The following stakeholders may be affected by this policy:

Family

Representatives

Commissioners

## 3. Objectives

- 3.1 Serendipity Healthcare Ltd recognises that, from time to time, issues may arise which may cause members of staff some distress.
- 3.2 Serendipity Healthcare Ltd will ensure there are clear informal and formal processes for members of staff to raise grievances.
- 3.3 Serendipity Healthcare Ltd will ensure that grievances are dealt with suitably and swiftly in accordance with this policy.

## 4. Policy

- 4.1 Serendipity Healthcare Ltd recognises that, from time-to-time, employees may wish to seek redress for grievances relating to their employment.
- 4.2 In this respect, the policy of Serendipity Healthcare Ltd is to encourage free communication between employees and their managers. This is to ensure that questions and problems arising during the course of employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned.
- 4.3 This policy does not form part of an employee's contract of employment and may be amended at any time.
- 4.4 Any data collected as part of this policy will be processed in accordance with current Data Protection legislation, the Privacy Notice issued to staff and the Data Security and Data Retention Policy and Procedure.

## 5. Procedure

- 5.1 Serendipity Healthcare Ltd expects that most grievances can be resolved informally through discussions between the individual and their manager or, if the grievance relates to the individual's manager, with a more senior manager. Through this process, Serendipity Healthcare Ltd would look to discuss all the issues with the individual, and work towards a satisfactory resolution without the need for a formal process.
- 5.2 Where it is not possible to resolve the grievance informally, the formal procedure will be invoked. The individual should detail their grievance in writing, including facts, times, dates, names and any other details. Again, if the grievance relates to the individual's manager, then the grievance should be addressed to a more senior manager.
- 5.3 On receipt of the formal complaint and dependent on the content, Serendipity Healthcare Ltd will carry out an investigation. The individual who raised the grievance will be expected to co-operate fully with this investigation.

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- 5.4 Serendipity Healthcare Ltd will arrange a grievance meeting to be held usually within 7 days of the formal grievance being received. The individual who raised the grievance is entitled to be accompanied to this grievance meeting by a colleague or Trade Union Representative. The individual should, within reasonable time prior to the grievance meeting taking place, notify the manager with conduct of the grievance meeting whom their intended companion is. If the individual or their companion are unable to attend the meeting, the individual should inform the manager who has conduct of the grievance meeting, and a suitable alternative date for the meeting will be arranged.
- 5.5 The purpose of the grievance meeting is to allow the individual the opportunity to explain their grievance, along with their views on how they would like it to be resolved. The manager may then make a decision, taking into account what has been said and the outcome of any investigation that has taken place. Dependent on the issues raised at the grievance meeting, it may be necessary to adjourn the meeting in order to undertake further investigation. The meeting will be re-convened once these investigations are complete.
- 5.6 The grievance manager will write to the individual, usually within 7 days of the conclusion of the grievance meeting, with the outcome of the grievance and details of any action they intend to take.
- 5.7 If the individual is not satisfied with the outcome, they have the right to appeal the decision. The appeal should be in writing, detail the full grounds of appeal, and be provided within 7 days of the grievance outcome being communicated to the individual. Serendipity Healthcare Ltd will then hold a grievance appeal meeting, usually within 7 days of receiving the notification of appeal and will appoint a manager who had not been previously involved in the grievance process to hear the appeal. Again, the individual has a right to be accompanied by a colleague or Trade Union Representative. The appeal outcome will be provided to the individual in writing, usually within 7 days of the appeal hearing. At this point there is no further right of appeal.
- 5.8 Where an individual raises a grievance during a disciplinary process then, depending on the circumstances, the disciplinary process may be temporarily suspended in order to deal with the grievance, although Serendipity Healthcare Ltd is not required to do so. Where the grievance and disciplinary cases are related, it may be appropriate to deal with both issues concurrently.
- 5.9 In circumstances where a grievance is raised which relates to care and/or treatment of a Service User, Serendipity Healthcare Ltd will follow all appropriate guidance in line with regulatory requirements in addition to following this process. Evidence may be sought from Service Users and their families to assist in any investigation.

### 6. Definitions

- 6.1 **Grievance**  
Any problem, issue or concern that an employee or worker may have relating to their employment or engagement with Serendipity Healthcare Ltd
- 6.2 **Grievance Manager**  
The manager appointed by Serendipity Healthcare Ltd to investigate and hear the grievance at the initial grievance meeting  
The grievance manager will be independent from any of the issues raised in the grievance and will make a decision on the outcome of the grievance once the grievance meeting has taken place, taking into account all facts and representations
- 6.3 **Grievance Appeal Manager**

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The Grievance Appeal Manager will hear any appeal following the outcome of the grievance provided by the Grievance Manager

The Grievance Appeal Manager will be impartial, and will have had no previous involvement in the grievance procedure up to that point

Last Reviewed:  
6<sup>th</sup> January 2021