



COVID-19
BEREAVED FAMILIES
FOR JUSTICE

Grievance Procedure



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Dealing with grievances informally

Covid-19 Bereaved Families For Justice Group take the wellbeing of staff, members, volunteers and Directors very seriously, and as such grievances will be dealt with as necessary. If staff or volunteers have a grievance or complaint about their work or someone they work with they should start by speaking with their manager wherever possible. They may be able to agree a solution informally between themselves.

Formal grievance

If informal resolution has not solved the matter, or if the person wants their complaint handled formally, then they would need to proceed to a formal grievance process. A formal grievance process has the following steps:

- The person should put their grievance in writing, explaining the problem and what resolution they are seeking. This should keep to the facts and avoid language that is insulting or abusive.
- The Manager should convene a meeting, within five working days, with the individual to discuss the grievance and how to resolve it.
- After the meeting and after any further investigation that may be required, the Manager should give a written outcome to the individual. If directly after the meeting, this should be within 24 hours; if further investigation is needed, the Manager will notify the employee of this and the timescale.
- If the individual is not satisfied, they may want to submit a written appeal, which would need to be within five working days, to a more senior manager.
- An appeal meeting will be held and the outcome of that appeal meeting is final.
- At both the grievance meeting and the appeal meeting, the employee may wish to be accompanied by a workplace colleague or trade union representative. A volunteer can attend either of the meetings with a fellow volunteer, or friend or family member.



Handling a grievance meeting – format

- Parties will be introduced and the purpose of the meeting explained.
- The employee or volunteer and their companion will be reminded that the matter should be kept confidential.
- The employee or volunteer will be asked to state their grievance. They will be asked for the outcome they're looking for from the grievance.
- Questions will be asked about the issue, to gain a full understanding.
- The employee or volunteer will be asked to confirm whether they feel they have had the opportunity to state their case fully.
- The Manager will not give their view as they are simply gathering information.
- After the meeting, consideration may be given to taking advice from a senior manager or external human resources specialist if needed.
- Further investigation may be needed.
- The decision will be confirmed in writing.
- The employee or volunteer will be provided with the notes of the meeting.
- An offer will be made to the employee or volunteer to the right of appeal in the letter communicating the decision.
- A different person will hear the appeal, if an appeal is raised.