



Turtle Dove Cambridge Community Interest Company

Grievance Policy

Reviewed: May 2025

Review due: May 2026

Scope and Purpose

Turtle Dove Cambridge (TDC) aims to provide a harmonious working environment for all staff, where each individual is treated with respect in all circumstances. It is hoped that any work related disputes will be rare and when they do occur, be dealt with informally.

It is expected that staff will make efforts to solve problems arising in the staff group first of all with the staff member[s] concerned. The grievance procedure will come into effect once these efforts are seen to be getting nowhere.

The grievance procedure exists to ensure that any problem or grievance that an employee may have relating to their employment can be resolved quickly and fairly. The process is focused on resolving any disagreement and not on apportioning blame or proving guilt or innocence. This procedure also applies to grievances between employees.

Informal Resolution

Nothing in this procedure is intended to prevent an employee from informally raising any matter they may wish to mention. Informal discussion can frequently solve problems without the need for a written record but if the employee wishes to raise a formal grievance they must do so in writing from the outset. A formal grievance can be raised without raising an informal grievance and also after informal routes have failed to resolve the grievance.

Formal Grievance

The employee should raise the grievance/appeal without unreasonable delay after use of informal avenues

A formal grievance should be raised with the Managing Director or, if the grievance is about that person, then the grievance should be raised with another Director. The grievance should be made in writing confirming all relevant details and supporting evidence.

Every effort shall be made to resolve the grievance, and the proceedings shall be kept confidential to the employee, their representative, the line manager and any other managers or Directors involved in hearing the grievance or appeal

Copies of correspondence and written records relating to a grievance will be kept in the employee's personnel file

The Managing Director or Director hearing the case must keep a written record of each meeting. This should include details of the employee's case, the relevant manager's response and the outcome of the meeting, and be agreed by/signed by all parties as a true record of the meeting. Should the parties fail to agree on the record then the Director's record will be put on file with a copy of the staff member's disagreement with the notes. Copies of the record should be given to all those who attended the meeting. At the end of both stages of the grievance procedure, the manager must advise the employee of what will happen next. In both stages the grievance should be dealt with as quickly as possible but time limits may be altered by mutual

consent. The employee will normally be notified of the decision and of any right to appeal, in writing, within ten working days of the meeting

Right to be Accompanied

The employee has the right to be accompanied by a work colleague, a full-time trade union official or a trade union representative (If a trade union is recognised by the organisation) at any hearing meeting.

To exercise the right to be accompanied an employee must first make a reasonable request. What is reasonable will depend on the individual circumstances. However, it is not normally reasonable for an employee to insist on being accompanied by a companion whose presence would prejudice the hearing

Being accompanied by someone other than the above will be considered sympathetically by TDC

The companion is allowed to address the hearing to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting and to confer with the employee during the hearing. The companion does not have the right to answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the employer from explaining their case.

Stage 1

The employee

- The employee should raise the grievance in writing with the appropriate manager as soon as possible. This should set out the nature of the grievance and the outcome the employee wants
- The employee and their companion should make every effort to attend the meeting once it has been arranged

The manager

- The manager responsible for hearing the grievance should arrange a meeting with the employee and their companion, should they wish one, without unreasonable delay
- The manager will be accompanied by a colleague, who will be at manager level or above, or agreed by both parties, who will act as note taker

The meeting

- The employee should be allowed to explain their grievance and how they think it should be resolved
- If necessary the meeting should be adjourned to allow the grievance to be investigated
- At the end of the meeting the employee should be told what will happen next

The meeting MUST NOT take place unless:

- The employee has informed the employer in writing what the basis for the grievance is and what outcome the employee would like to see
- The employer has had reasonable opportunity to consider their response to that information. It is expected that the response will be considered within ten working days

After the meeting

- The manager should reflect on the facts of the case and decide on what action, if any, to take
- The decision should be communicated to the employee, in writing, within ten working days of the formal grievance being heard and where appropriate, should set out, what action the employer intends to take to resolve the grievance. The time limits should only be exceeded if the investigation requires a longer time period and the employee should be informed in writing if this is the case. The employee will not be informed of any action to be taken if that outcome is confidential to another employee within the organisation, such as disciplinary action being taken.
- The employee should be informed that they can appeal and how to make an appeal if they are not content with the action taken

Stage 2 – Appeal

If the employee is not satisfied with the outcome of the grievance procedure, then they are entitled to appeal within five working days.

The employee should let the employer know the grounds for their appeal, without unreasonable delay, in writing.

The appeal will be heard by the Appeal Panel which must consist of: -

Person making the Appeal	Appeal panel
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Member of Staff	<ol style="list-style-type: none"> 1. Director not previously involved + Executive Director 2. Two Directors not previously involved
Director	<ol style="list-style-type: none"> 1. Executive Director and a board member 2. Two board members if the Executive Director was involved at stage 1
Executive Director	<ol style="list-style-type: none"> 1. The Chair and a Director 2. Two board members if the Chair has been involved at stage 1

The Appeal Panel should aim to meet no later than ten working days after the appeal is received. Following the appeal meeting the employee will be informed of the final decision, which will be confirmed in writing to them within ten working days.

The decision of the Appeal Panel is final.

Note

The role of the Executive Director in this procedure shall be filled by any such person or persons as may be nominated by the Managing Director in their absence.