

Grievance Policy & Procedure

1. Principles

- 1.1 A grievance is a complaint by a staff member made under specified procedures to draw management's attention to and to have action taken to investigate and, if necessary, redress the unreasonable actions of the organisation, a manager or another staff member.
- 1.2 The Employment Rights Act 1996 imposes an obligation on employers to specify in their written statements of terms and conditions of employment the person or position to whom employees can apply for the redress of any grievance relating to their employment and how such applications should be made. In addition, *National Minimum Standard 18.1* requires managers of agencies to supply all staff with copies of the agency's grievance procedure.
- 1.3 The MOONSTONE CARE aims to ensure that their staffs feel fully involved in the work of the agency and from a cohesive team in the interest of providing high quality services. We therefore wish to identify and deal with any grievances which a member of staff has relating to the work of colleagues or managers. We believe that this will foster communication between staff and managers, ensure that staff concerns are recognised and dealt with promptly, help managers to identify areas for improvement in the work of the agency, and give early warning of potential sources of more serious conflict.
- 1.4 Procedures relating to grievances, however, must be clearly distinguished from any action