



# The Lucy Rose Clinic

INTEGRATIVE HEALTH SOLUTIONS

## The Lucy Rose Clinic- Grievance Procedure Policy

Created by: Meredith Bell- Operations Manager

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To be used by: All staff and contractors of The Lucy Rose Clinic

Our grievance procedure policy explains how employees can voice their complaints in a constructive way. Supervisors and senior management should know everything that annoys employees or hinders their work, so they can resolve it as quickly as possible. Employees should be able to follow a fair grievance procedure to be heard and avoid conflicts.

The company encourages employees to communicate their grievances. That way we can foster a supportive and pleasant workplace for everyone.

Who this policy applies to:

This policy refers to everyone in the company regardless of position or status.

### 1. Policy Statement

Our company values open communication and encourages employees to express their concerns or complaints without fear of retaliation. This Grievance Policy has been established to provide a fair, orderly, and timely resolution of grievances by employees.

### 2. Scope

This policy applies to all employees, regardless of their role or level in the company.

### 3. Definition of Grievance

A grievance is any type of problem, concern or complaint related to work or the work environment.

## 4. Procedure

### 4.1. Informal Resolution

Employees are encouraged to discuss any concerns with their immediate supervisor. If the issue remains unresolved, the employee may proceed to the formal grievance process.

### 4.2. Formal Grievance

If the grievance cannot be resolved informally, the employee should submit a written grievance to the Human Resources department. The document should detail the nature of the grievance, any attempts at resolution, and the desired outcome.

## 5. Investigation

Upon receiving a formal grievance, an investigation will be initiated. The investigator will gather all necessary information and interview all parties involved. The investigation will be impartial and confidential.

## 6. Resolution

After the investigation, a decision will be made and communicated to all parties involved. If the grievance is upheld, appropriate actions will be taken. If it is not upheld, the reasons will be explained to the employee.

## 7. Appeal

If the employee is not satisfied with the outcome, they may appeal the decision within a specified period. The appeal will be reviewed by a higher level of management.

## 8. Confidentiality

All grievances will be handled with utmost confidentiality. Only those necessary for the investigation and resolution will have access to the information.

## 9. Non-Retaliation

Our company ensures that no employee will face retaliation for filing a grievance or participating in a grievance investigation.

## 10. Monitoring and Review

This policy will be reviewed regularly to ensure its effectiveness and compliance with legal requirements.

This policy is designed to promote a positive working environment where grievances are handled promptly, fairly, and impartially.

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which to raise such a grievance and, where appropriate, have it resolved.

Nothing in this procedure is intended to prevent you from informally raising with a manager or senior member of staff any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

If you feel aggrieved at any matter relating to your work (except harassment, for which there is a separate procedure following this section), you should first raise the matter with a manager or senior member of staff, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting.

## **Procedure**

Employees are encouraged to talk to each other to resolve their problems. When this isn't possible, employees should know how to file a grievance:

1. Communicate informally with their direct supervisor. The supervisor will try to resolve the problem. When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them. In that case, they're advised to request an informal meeting. Supervisors should try to resolve any grievance as quickly as possible. When they're unable to do so, they should refer to the HR department and cooperate with all other procedures.
2. If the grievance relates to a supervisor behaviour that can bring disciplinary action (e.g. sexual harassment or violence), employees should refer directly to the HR department or the next level supervisor.
3. Accommodate the procedure outlined below

The HR department (or any appropriate person in the absence of an HR department) should follow the procedure below:

1. Ask employee to fill out a grievance form
2. Talk with the employee to ensure the matter is understood completely
3. Provide the employee who faces allegations with a copy of the grievance
4. Organise mediation procedures (e.g. arranging a formal meeting)
5. Investigate the matter or ask the help of an investigator when needed
6. Keep employees informed throughout the process
7. Communicate the formal decision to all employees involved
8. Take actions to ensure the formal decision is adhered to
9. Deal with appeals by gathering more information and investigating further
10. Keep accurate records

This procedure may vary according to the nature of a grievance. For example, if an employee is found guilty of racial discrimination, the company will begin disciplinary procedures.