

# Grievance & Incident Reporting Policy



Grievances are concerns, problems or complaints that employees raise with employers. This policy applies to all workers and employees appointed and paid by STEAM Ahead CIC to engage in company activity. This is a non-contractual policy and does not form part of a worker or employee's contract of employment. STEAM Ahead CIC may amend this policy at any time but will inform all workers and employees quickly of any change.

The aim of this policy is to ensure that questions and problems arising in the course of employment can be raised and resolved quickly, in a fair and reasonable manner. It is in the interest of STEAM Ahead CIC to resolve problems before they can develop into significant difficulties.

This policy will ensure that grievances are (1) resolved informally at an early stage, (2) allow a formal procedure for grievances left unresolved and (3) that all concerns raised will be dealt with fairly, consistently and carried out in the strictest confidence (unless otherwise agreed with the parties involved).

This policy applies to grievances raised in relation to the following:

- Terms and conditions of employment;
- Health and safety;
- Working environment;
- Changes to working practices and/or organisational changes;
- Fair treatment and relationships at work;
- Discrimination, bullying and harassment.

STEAM Ahead CIC will treat all workers and employees professionally, with dignity, with respect and will not discriminate on grounds of race, colour, ethnic origin, religion, belief, gender, disability, age, marital status or sexual orientation. Directors have overall responsibility for the implementation of this policy and will ensure the policy and procedure is applied consistently and fairly. Formal grievances will be held securely on the worker/employee's personnel file along with a record of any decision made and records of meetings held or other documents complied during the process.

## Procedure

### **Informal Procedure**

- Problems can best be resolved through discussions between a worker/employee and their line manager. It is in everyone's best interest to ensure that grievances are dealt with quickly and fairly and at the most immediate and lowest level at which the matter can be resolved. The ACAS Code recommends informal procedures are used to resolve minor grievances wherever possible.
- If a worker/ employee has a grievance in connection with their work they must, in the first instance, discuss it with their line manager and attempt to resolve it informally. If the worker/employee does not wish to approach their line manager themselves they could ask a colleague or a Director to speak to their manager informally on their behalf. This must be carried out in the strictest confidence and supports effective working relationships to be maintained.
- All necessary steps will be taken to resolve grievances minimising the need to reach the formal procedure. If the matter cannot be resolved informally then the formal grievance procedure may be used.

# Grievance & Incident Reporting Policy



## Formal Procedure

- Workers or employees who are not satisfied with the resolution offered under the informal procedure can move to the formal procedure and must complete the grievance form at Appendix 1 and include:
  - A description of the nature of the grievance, including any relevant facts, dates and names of people involved;
  - What attempts have already been made to resolve the grievance informally;
  - The resolution expected.
- Where the Operations Director is not the subject of the grievance, the completed grievance form must be forwarded to the Operations Director. The Operations Director will acknowledge receipt of the grievance within 5 working days of receiving it and will subsequently commence an investigation as detailed below. If the Operations Director is the subject of the grievance then the form must be sent to the Corporate Director who will then carry out the same procedure. It may be necessary to use an independent investigating person, agreed by all parties, who will ultimately decide on what resolution, if any, is to be offered.

## Grievance Investigation

- The worker or employee will be invited to attend a meeting with the investigating person within 10 working days of the written acknowledgement. The worker or employee has the right to be accompanied by a colleague representative at all meetings in relation to their grievance.
- In the meeting, the worker or employee will be invited to restate and expand upon their grievance, confirm what attempts have been made to resolve it informally and state how they would like their grievance to be resolved. A comprehensive record of the meeting as minutes will be taken and provided to the worker/employee, within 5 working days of the meeting, who will amend where necessary and sign as a true and accurate record. This, and all subsequent records, will be kept securely on the worker/employee's personnel file.
- The investigating person will then carry out a thorough investigation, if necessary, in order to obtain all the relevant facts and will not make any assumptions and will remain impartial. This will include minutes of meetings and relevant documentary evidence. Where appropriate, witnesses may be interviewed under the following guidance:
  - Witnesses will have the right to have a colleague representative present;
  - Comprehensive records as minutes will be recorded and logged;
  - The witness will be asked about their relationship with the worker/employee and if there has been any reason that may give cause to believe they have fabricated or exaggerated their evidence;
  - All witnesses involved will receive a record of their meeting within 5 working days and be given the opportunity to amend and sign as a true and accurate record.
- STEAM Ahead CIC encourages witnesses to put their names forward. Statements made anonymously may be considered at the discretion of the investigating person.
- The investigation will be undertaken without reasonable delay and the worker/employee will be informed when they might reasonably expect the investigation to be completed. The worker/employee should be informed of the progress of the investigation if the original timescale cannot be met.

# Grievance & Incident Reporting Policy



- As part of the conclusion to the investigation, a confidential Directors meeting (if appropriate) will discuss all evidence and consider the outcome of the investigation. The investigating person may seek other confidential advice before compiling their report.

# Grievance & Incident Reporting Policy



## Grievance Outcome Meeting

- The investigating person will compile a report outlining the findings of the grievance investigation. A meeting will then be arranged with the worker/employee to inform them of the outcome within 10 working days of the report being filed and logged. The worker/employee will be given a copy of the report to read prior to the meeting. This report will indicate whether the grievance has been dismissed or upheld and will indicate what steps have been taken / will be taken to resolve the issue.
- The investigating person will then meet with the worker/employee at the grievance outcome meeting to inform them of the decision and the reasons behind it. The worker/employee has the right to be accompanied by a colleague at this meeting.
- The worker/employee has the right to appeal if they are not satisfied with the outcome but must do so, in writing, within 10 days following this meeting. They must state their reasons clearly as to why the resolution is not satisfactory to them.
- STEAM Ahead CIC will then decide the best and fairest way to consider this appeal and will inform the employee in writing of the process and timescales within 5 working days of the appeal being received. The outcome of this appeal process will be made in writing to the worker/employee and the outcome is final.

## **Bullying, Harassment or Violence against Staff by Third Parties Other Than an Employee**

There are occasions when a worker or employee may be harassed or bullied by people other than other employees of STEAM Ahead CIC. The Company recognises it has a duty of care to its employees and will take steps try to prevent/minimise such unacceptable behaviour. Such incidents will be considered on a case by case basis but will follow the procedure:

1. A worker/employee should complete the form in Appendix 2 and submit it to their line manager as soon as possible. The worker/employee should support any subsequent investigating person any information/evidence or witnesses that can corroborate the claim. If allegations are made against a third party organisation then Directors will forward concerns to allow them to independently investigate and feedback findings to STEAM Ahead CIC.
2. All incidents of this nature will be investigated by STEAM Ahead CIC Directors. A meeting will be arranged with the worker/employee to discuss the incident and ways to resolve the issue. An Action Plan will be developed to resolve the issue (includes a review date).

Harassment may constitute an offence under the Protection from Harassment Act 1997. Workers and employees should make records of all incidents in writing, taking note of the date, location and means of communication.

STEAM Ahead CIC is committed to preventing intimidation, aggressive or violent behaviour directed towards our staff by parents, students or third parties. We have a zero-tolerance approach as this behaviour is not acceptable. STEAM Ahead CIC will carry out an annual risk assessment of violence against staff and will advise on appropriate steps to reduce or eliminate the risk to staff which will include training on dealing with incidents. In the event of an incident, staff should acquire assistance of more senior staff and/or Directors if available, or the nearest member of staff. In an emergency police should be called via 999.

## **Health and Safety Reporting**

# Grievance & Incident Reporting Policy



All workers and employees are entitled to work in environments where risks to their health and safety are properly controlled. Under health and safety law, the primary responsibility for this is down to the employer. Workers and employees have a duty to take care of their own health and safety and that of others who may be affected by your actions at work. Workers and employees must co-operate with Directors and co-workers to help everyone meet their legal requirements and if they have specific queries or concerns relating to health and safety in your workplace they must talk to their line-manager in the first instance. This is a personal expectation of all STEAM Ahead CIC employees.

## Whistle-Blowing

If a worker or employee sees or finds out about something they think is wrong at STEAM Ahead CIC they should report it. They should go first to their line-manager. If they cannot or do not wish to do this for any reason they should contact Directors directly. Where attempts to raise matters internally have been unsuccessful or if they feel they cannot raise their concerns internally, they may consider raising the matter with the relevant regulatory authority. For more advice on this you can contact the charity Public Concern at Work on 020 7404 6609.

Raising concerns about wrongdoing can be one of the most difficult and challenging things to do in a work environment. Under this procedure staff may come forward with legitimate concerns without fear of being blamed or suffering any disadvantage for doing so. The Public Interest Disclosure Act (PIDA) 1998 provides protection for workers and employees who reasonably believe that they are acting in the public interest and where the disclosure falls into one of more of the following categories:

- A criminal offence that has, is being, or is likely to be committed
- Unauthorised or inappropriate disclosure, misuse or loss of confidential, personal and / or sensitive information
- A miscarriage of justice
- Risk or damage to the environment
- A danger to the health and safety of employees or others
- Attempts to suppress or hide information relating to wrongdoing.

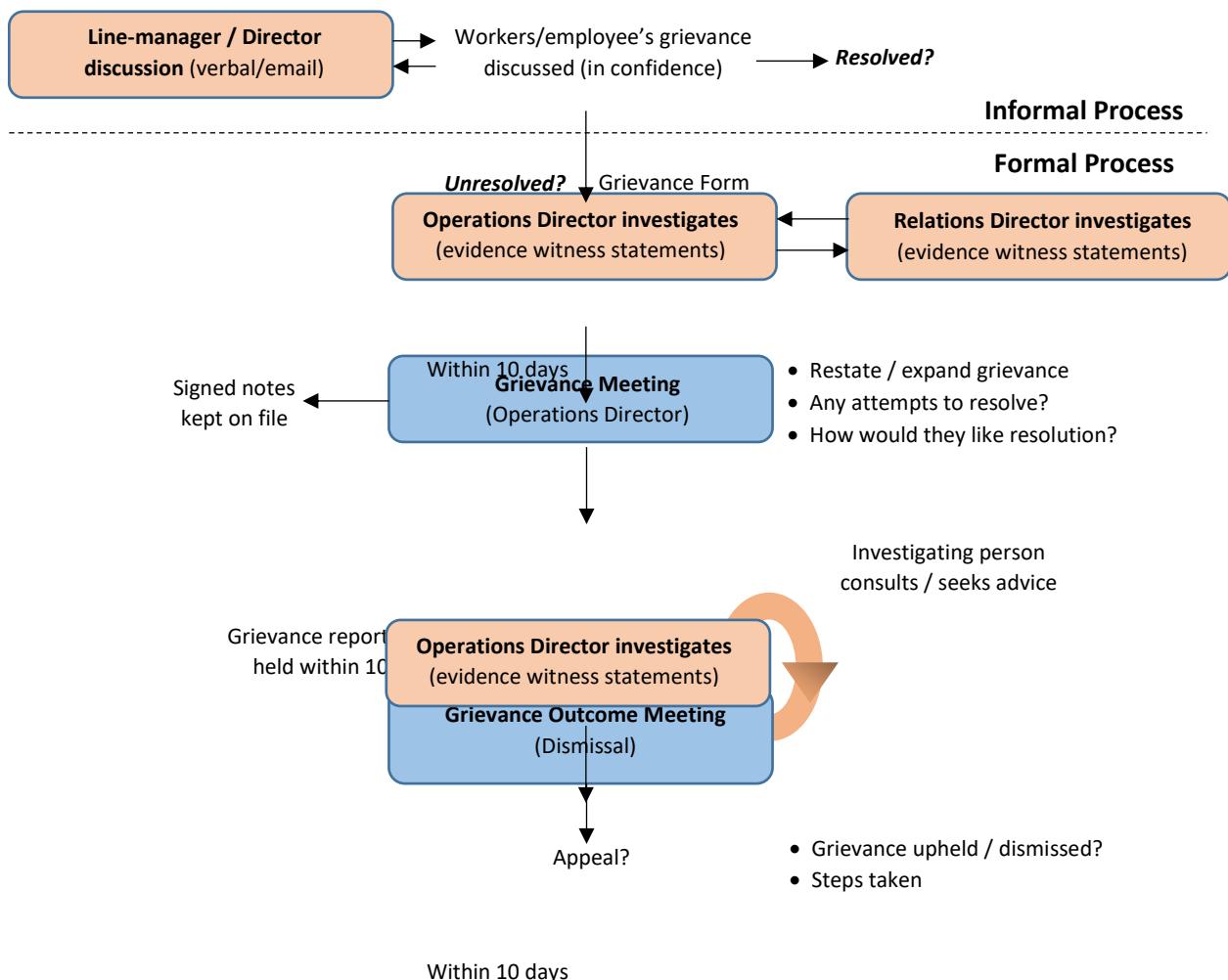
The concern can be about an incident that happened in the past, is happening now or that you believe is likely in the future. As long as they hold a reasonable belief that the information is true then they will be protected from disadvantage regardless of whether you are mistaken or the matter cannot be proved.

# Grievance & Incident Reporting Policy



Whistleblowing does not cover concerns where there is no public interest element such as a concern about your own employment or related matters.

STEAM Ahead grievance, incident, and whistleblowing procedure flow diagram



# Grievance & Incident Reporting Policy



## Appendix 1 – STEAM Ahead CIC

| Grievance Form   |  |  |  |            |  |  |  |
|--|--|--|--|------------|--|--|--|
| Employee Full Name:  |  |  |  |            |  |  |  |
| Job Title  |  |  |  | Pay Number |  |  |  |
| <p>Please give details regarding your grievance. Please attach any supporting documentation.</p> |  |  |  |            |  |  |  |
| <p>Please detail what attempts have been made to resolve the grievance informally.</p>           |  |  |  |            |  |  |  |

# Grievance & Incident Reporting Policy



What resolution do you expect to your grievance?

Signature:

Date:

Appendix 2 – STEAM Ahead CIC

| Bullying and Harassment by a Third Party Form   |  |  |  |            |  |  |  |  |  |  |
|---|--|--|--|------------|--|--|--|--|--|--|
| Employee Full Name:   |  |  |  |            |  |  |  |  |  |  |
| Job Title   |  |  |  | Pay Number |  |  |  |  |  |  |
| Please give details regarding your complaint. Please attach any supporting documentation. |  |  |  |            |  |  |  |  |  |  |

# Grievance & Incident Reporting Policy



Please detail what attempts have been made to resolve the complaint informally.

What resolution do you expect to your complaint?

Signature:

Date: