



Grievance Policy

Ratified by Chair of Govs:

Signed by 

Date 

Purpose:

This policy aims to ensure that all staff at MIAG (Meeting Individual Aspirations & Goals) can raise work-related concerns or grievances in a constructive and confidential manner, and have them addressed fairly, promptly, and without fear of recrimination.

Scope:

This policy applies to all MIAG employees, including:

- ✚ Full-time and part-time staff
- ✚ Temporary or fixed-term staff
- ✚ Volunteers (where appropriate)

It covers issues such as:

- ✚ Working conditions or environment
- ✚ Health and safety concerns
- ✚ Bullying or harassment
- ✚ Relationships with colleagues or managers
- ✚ Terms and conditions of employment

Note: Safeguarding concerns must be raised through the Safeguarding Policy and Designated Safeguarding Lead (DSL).

Principles:

MIAG is committed to:

- ✚ Open and respectful communication
 - ✚ Resolution at the earliest opportunity
 - ✚ Supporting the wellbeing of all staff
 - ✚ Ensuring fair and consistent procedures
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Informal Resolution:

Wherever possible, grievances should be dealt with informally in the first instance.

- ✚ Raise the issue directly with the person involved, if appropriate
- ✚ If not possible, speak with your line manager or the Operations Manager
- ✚ Aim to resolve within 5 working days

This approach encourages quick resolution and maintains healthy working relationships.

Formal Grievance Procedure:

If informal resolution is not successful or appropriate, the following steps apply:

Step 1 – Written Grievance

- ✚ Submit your grievance in writing to the Operations Manager
- ✚ Clearly state the nature of your concern, relevant facts, and outcome sought
- ✚ Acknowledge receipt within 3 working days

Step 2 – Investigation

- ✚ An appropriate manager (member of SLT) or external person (if needed) will investigate
- ✚ You may be invited to a grievance meeting to explain the issue
- ✚ You can be accompanied by a colleague

Step 3 – Outcome

- ✚ Written response will be provided within 10 working days of the meeting
 - ✚ May include actions, mediation, or policy adjustments
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Appeal Process:

If you're dissatisfied with the outcome:

- ✚ Submit a written appeal within 5 working days
 - ✚ An appeal hearing will be held with a senior manager or external party
 - ✚ Final decision provided in writing within 10 working days of the appeal meeting
 - ✚ The appeal decision is final
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Confidentiality:

- ✚ All grievance matters are treated with sensitivity and confidentiality
 - ✚ Information is only shared on a need-to-know basis
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Support Available:

- ✚ MIAG encourages staff to seek support from a colleague, trade union, or HR (if applicable)
 - ✚ Occupational health and external wellbeing services may be offered if needed
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Malicious or Vexatious Grievances:

Grievances made with malicious intent may result in disciplinary action.

Monitoring and Review:

- This policy is reviewed **annually**
- Records of grievances are maintained securely and monitored to identify trends