



# RCH Group Policy: Grievance

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Approval Body	Remuneration and Nominations Committee
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This policy is available, on request, in different languages and in other formats such as large print, audio format and braille as required.

## 1. Scope

- 1.1 This is a Group policy and therefore applies to Staff, Board and Committee members of the RCH Group of companies. As of February 2024, RCH Group consists of River Clyde Homes and its subsidiary, Home Fix Scotland Ltd.

## 2. Introduction

- 2.1 Grievances are concerns, problems or complaints you may have with regard to your employment with RCH Group, e.g., concerning the job, working environment or any of your colleagues. While you are employed with us, we want to make sure you feel comfortable that any issues or disputes you raise will be looked at and resolved wherever possible. We encourage you to raise your concerns immediately at the lowest possible level and we will do our best to resolve the majority of these quickly, using our informal process. However, we know that sometimes a formal procedure is also needed when the informal process does not reach a satisfactory conclusion, or where it is not appropriate to use. This policy provides the details of both the informal and formal processes.
- 2.2 This policy aims to provide a mechanism for addressing staff concerns in a fair and consistent manner and to make sure RCH Group complies with its responsibilities within employment law and best practice. The ACAS Code of Practice 2015: Disciplinary and Grievance Procedures, is the guiding legislative framework for managing employee relations.
- 2.3 RCH Group will treat your personal data in line with our obligations under the current data protection regulations and RCH Group's Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in RCH Group's employee privacy notice.
- 2.4 The following matters are excluded from this policy and are covered by separate RCH Group policy and procedures:
- Matters relating to disciplinary action, for which a right of appeal is provided in the RCH Group Discipline Policy and Procedures;
  - Matters relating to allegations of discrimination, harassment and victimisation, are in the RCH Group Dignity at Work Policy and Procedures; and
  - Matters which are covered in the RCH Group Whistleblowing Policy.
- 2.5 Therefore, this policy should be read in conjunction with the following RCH Group's policy and procedures:
- RCH Group Grievance Procedures;
  - RCH Group Dignity at Work Policy and Procedures;
  - RCH Group Discipline Policy and Procedures;

- RCH Group Whistleblowing Policy;
- RCH Group Notifiable Events Policy,
- RCH Group Data Protection Policy,
- RCH Group Standing Orders and Delegation; and
- RCH Group Code of Conduct for Staff

### 3. Policy Statement and Responsibilities

#### 3.1 Line managers will:

- Listen to any concerns you raise either informally or formally and in line with the Grievance Policy and Procedure.
- Investigate your concerns, as RCH Group deem appropriate.
- Provide you with the opportunity for an appeal as part of the formal process.

#### 3.2 RCH Group staff will:

- Raise any concerns they have promptly, while following the correct policy and procedure.
- Use the informal process in the first instance (where appropriate) and only use the formal process where it is necessary.
- Let line managers know what their concerns are and how they would like to see them resolved.
- Complete RCH Group's grievance form (Appendix 1) and pass this to the appropriate line manager.
- Co-operate and participate as required in any investigations RCH Group see fit.
- Start the process with the view of achieving an acceptable outcome for all concerned.

#### 3.3 Informal Process

RCH Group encourage all staff to raise any concerns with their line manager. They will discuss the issues and any reasonable solutions with their line manager. If staff are unhappy with the outcome using this method, they will have the option of raising their concerns formally.

#### 3.4 Formal Process

The following rules apply for the formal grievance process:

- If staff wish to raise a formal grievance, they must complete the grievance form (Appendix 1). If staff do not complete the form and give it to the appropriate line manager, their complaint will not be treated as a grievance.
- At all stages of the formal process staff will have the right to be accompanied by a trade union representative or a workplace colleague. Staff's chosen companion is allowed to summarise their case and confer with them. However, they do not have the right to answer questions on the staff member's behalf.

- No changes will be made connected to the employee's complaint, until it is resolved, the procedure is exhausted, or the employee does not wish to pursue the matter further.
- If an employee's concerns relate to or involve a manager, their complaint will be dealt with at the level above the manager involved.

### 3.5 **Outcome**

After the employee's concerns have been heard at the grievance hearing, an appropriate investigation will take place based on the information that has been provided. We will write to you with our findings once the investigation is complete.

#### 3.5.1 The outcome of the employee's complaint will be one of the following:

- Concerns have been upheld
- Some of your concerns have been upheld, and others have not.
- Concerns have not been upheld.

#### 3.5.2 Where it is possible, the employee will be given the reason/s why any decisions have been made. This does not mean the employee will automatically have access to the investigation nor witness statements that have been taken. RCH Group takes staff confidentiality very seriously and must ensure that it complies with Data Protection requirements. As a result, only information that does not breach the confidentiality of others will be made available to the employee. If action is taken against one of the employee's colleagues due to the complaint, the employee will not be informed of this under any circumstances.

### 3.6 **Grievances raised after employment has ended**

If an employee raises a grievance after their employment has ended, RCH Group will consider it and respond to the employee in writing (without holding a meeting).

### 3.7 **Collective grievances**

A collective grievance is a complaint against an issue, which affects all staff or a group of staff in the same way, e.g., a change to a working practice, or working hours. If employees wish to raise a collective grievance, they should also complete the grievance form (Appendix 1).

#### 3.8 If the issue is not resolved after going through the internal procedure, either RCH Group or the employee may refer the matter to ACAS conciliation.

#### 3.9 A serious complaint relating to an RCH Group senior staff member is a notifiable event in terms of the Scottish Housing Regulator and RCH Group's RCH Group Notifiable Events Policy should be adhered to.

#### **4. Equality, Diversity and Inclusion**

- 4.1 The RCH Group will apply this policy fairly and consistently. In implementing this policy, we will not directly or indirectly discriminate against any person or group of people because of their race, religion or belief, gender, disability, age, sexual orientation, or any other grounds. Our commitment to equality and fairness will apply irrespective of factors such as age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or other personal attributes.

#### **5. Review**

- 5.1 This policy will be reviewed in its entirety every 3 years, unless an earlier review is required due to changes in legal, regulatory or best practice requirements, or because monitoring and reporting reveals that a change in policy is required sooner.

## Appendix 1 Grievance Form

If you wish to raise a formal grievance you must complete the following form and give it to your line manager (unless the complaint concerns your line manager, in which case you should give the completed form to the manager at the next level).

### *Section 1 – About you*

Name	
Job Title	
Department/Section	
Manager	

### *Section 2 - What is your complaint?*

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### *Section 3 – Please provide brief details of the outcome you would like considered*

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Signature	
Date	