

Group Grievance & Dignity at Work Policy

2019 -22

Group Remuneration & Nominations Committee Approval: Nov 2019	Person Responsible: Maureen Gimby	Reviewed: Oct 2019 Next Review: Oct 2022
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1. Purpose and Scope

- 1.1 The purpose of the RCH Group Grievance & Dignity at Work Policy is to ensure that the Group organisations, River Clyde Homes (RCH) and its subsidisary, Home Fix Scotland (HFS) provide a working environment that ensures all its employees are treated with dignity and respect and ensures all its employees are aware of behavior and conduct standards whilst at work. It is committed to ensuring a fair and consistent approach is applied when dealing with employment related issues through the application of the Joint Grievance & Dignity at Work Procedures as agreed with its union partners in the Joint Consultative Forum.
- 1.2 The Group Grievance and Dignity at Work Procedures have been drawn up to comply with the ACAS Code of Practice 2015: Disciplinary and Grievance Procedures, the guiding legislative framework for managing employee relations. The Group Grievance and Dignity at Work Procedures will be used for dealing with any concerns or complaint about any aspect of the employment relationship raised by an employee for management consideration, which permits the issues raised to be looked at objectively and solutions proposed, wherever possible. This can refer to either individual and/or collective concerns or complaints.
- 1.3 Bullying and/or harassment are unacceptable behaviours and are classed as acts of “Gross Misconduct” in the Group Disciplinary and Dismissal Procedures. Any allegations of bullying and/or harassment will be fully investigated as these behaviours will not be tolerated and a potential outcome may be dismissal. Section 2 of this Policy gives definitions of bullying and harassment as defined by ACAS.
- 1.4 All managers have a duty to bring this Group Policy and its Group Procedures to the attention of their staff to encourage early and informal resolution of complaints or disputes where possible or to provide clear guidance where disputes are not so easily resolved.
- 1.5 Each and every employee in the RCH Group has the responsibility to ensure that his/her own behaviour and conduct complies with the standards expected in the Group Code of Conduct.
- 1.5 This Policy applies to all RCH Group employees and Board Members.

2. Definitions

- 2.1 The ACAS Code of Practice 2015: Disciplinary and Grievance Procedures define bullying and harassment as follows:

- Bullying may be characterised as: Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient.
- Harassment as defined in the Equality Act 2010 is: Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. The relevant protected characteristics are age, disability, gender reassignment, race, religion or belief, sex, and sexual orientation.

3. Policy Principles

- 3.1 To commit to resolving concerns, complaints or disputes on an informal basis in the first instance, if possible in RCH and HFS. However, if informal action does not bring about a resolution or the complaint is considered to be too serious to be classed as minor, formal action will be instigated.
- 3.2 The status quo ante (current state of affairs) will apply until the grievance has been resolved or accepted.
- 3.3 To deal with all complaints as quickly and confidentially as possible. However, whilst the Group has a duty of care to all its employees, it may be necessary to investigate and take action regarding a complaint without the consent of the complainant although every effort will be made to obtain consent.
- 3.4 To ensure all grievance and dignity at work procedures and processes are carried out in line with current employment law and best practice, including compliance with the requirements of the ACAS Code of Practice 2015: Disciplinary and Grievance Procedures.
- 3.5 To ensure that RCH Group Managers, other Group supervisory staff and members of the Group Remuneration & Nominations Committee involved in handling grievance or dignity at work issues or participating at appeals hearings are competent to do so through regular training to ensure that best practice is maintained at all times.

4. Role of the Remuneration & Nominations Committee

- 4.1 The involvement of the Group Board and/or Group Remuneration & Nominations Committee in grievance and dignity at work matters is in line with the Group Standing Orders, Delegations & Governance Code. The Group Remuneration & Nominations Committee may be required to act as a final point of appeal in cases when internal policies have been exhausted.

5. Supporting Procedures

- Group Grievance and Dignity at Work Procedures

<p>6. Responsibility for implementation</p> <ul style="list-style-type: none"> • Group Senior Management Team (SMT) • Group Joint Consultative Forum • All Group Managers and Group Advisory Staff • All Group Employees
<p>7. Policy Reviews / Consultation</p> <p>8.1 The Policy will be reviewed in October 2022 or an earlier date if required to respond to new legislation, regulations or best practice. Any review will take account of the views of the Unions and staff that use this Policy and its Procedures on a regular basis.</p>
<p>8. Related Legislative and Statutory Framework</p> <p>9.1 In formulating and implementing this policy, statutory requirements including the Employment Act 2008; the Employment Tribunals (Constitution and Rules of Procedure)(Amendment) Regulations 2008 and the Employment Act 2002 (Dispute Resolution) Regulations have been incorporated in addition to the ACAS Code of Practice 2015: Disciplinary and Grievance Procedures.</p>
<p>9. Key Stakeholders</p> <ul style="list-style-type: none"> • Group Joint Consultative Forum • RCH Group Employees • RCH Group Board/l Group Remuneration & Nominations Committee
<p>10. Related Documents</p> <ul style="list-style-type: none"> • RCH Group Organisational Development Strategy • RCH Group Code of Conduct • RCH Group Equalities & Diversity Policy & Procedures • RCH Group Disciplinary, Capability and Dismissal Policy & Procedures • RCH Group Capability Procedures • RCH Group Attendance Management Policy & Procedures • RCH Group Bribery and Corruption Policies & Procedures
<p>11. Policy Owner</p> <p>The Executive Director, Resources & Transformation is accountable for the implementation of this policy. The Executive Director will be supported in this by the following officers:</p> <ul style="list-style-type: none"> • Head of Corporate Services • Human Resources Team