



RUTHERGLEN & CAMBUSLANG HOUSING ASSOCIATION

Grievance Policy

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For further details please contact the office on 0141 647 4917 or by email at info@randcha.co.uk

REVIEW DATE: NOV 25

Multilingual Policy Notice



Polish

Ta polityka jest dostępna w różnych językach i formatach. Prosimy o kontakt ze Stowarzyszeniem pod adresem info@randcha.co.uk lub telefonicznie pod numerem 0141 647 4917, jeśli potrzebujesz wersji przetłumaczonej lub innego formatu.

Chinese

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Urdu

یہ پالیسی مختلف زبانوں اور فارمیٹس میں دستیاب ہے۔ اگر آپ کو ترجمہ شدہ ورژن یا کوئی اور فارمیٹ درکار ہو تو براہ کرم ایسوسی ایشن سے info@randcha.co.uk پر رابطہ کریں یا 4917 647 0141 پر فون کریں۔

Ukrainian

Ця політика доступна різними мовами та у різних форматах. Будь ласка, зв'яжіться з Асоціацією за адресою info@randcha.co.uk або за телефоном 0141 647 4917, якщо вам потрібна перекладена версія чи інший формат.

Arabic

أو الهاتف 4917 647 0141 إذا كنت بحاجة إلى نسخة info@randcha.co.uk تتوفر هذه السياسة بلغات وصيغ متعددة. يرجى الاتصال بالجمعية عبر البريد الإلكتروني مترجمة أو صيغة أخرى.

French

Cette politique est disponible dans plusieurs langues et formats. Veuillez contacter l'Association à l'adresse info@randcha.co.uk ou par téléphone au 0141 647 4917 si vous avez besoin d'une version traduite ou d'un autre format.

Purpose	This policy sets out how the Association will inform staff of our expected standards, conduct, performance and attendance. It will help staff to understand these and encourage them to maintain the highest possible standards.
Regulatory Requirements	Standard 5 The RSL conducts its affairs with honesty and integrity. Standard 6 The governing body and senior officers have the skills and knowledge they need to be effective.

Regulatory Guidance	5.3 -The RSL pays due regard to the need to eliminate discrimination, harassment and victimisation, and advance equality of opportunity and human rights, and fosters good relations across the range of protected characteristics in all areas of its work including its governance arrangements
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Vision	Providing a Home not just a house
Mission	To deliver high quality affordable housing and services with care and expertise which empowers our customers and meets their needs
Value	Fairness Make a difference through excellence Putting Customers first Professionalism Recognition

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1. Introduction

Grievances are concerns, problems or complaints which employees may have about their employment e.g. concerning the job, working environment or relationships with colleagues.

(Rutherglen and Cambuslang Housing Association) wants to ensure that all employees are comfortable that any grievances raised will be looked at and resolved wherever possible.

The organisation encourages employees to raise concerns immediately at the lowest possible level. The organisation will try to resolve the majority of these quickly, using the informal process.

However, sometimes a formal procedure is necessary where the informal process does not reach a satisfactory conclusion, or where it is not appropriate to manage the concerns raised informally.

This policy provides the details of both the informal and formal processes.

This policy applies to all employees within **Rutherglen and Cambuslang Housing Association**.

2. Policy Aims

To provide a mechanism for addressing employee concerns in a fair and consistent manner. Fairness and transparency are promoted by developing and using rules and procedures for handling grievance situations

To ensure the organisation complies with its responsibilities within employment law and best practice.

3 You can expect the organisation to

- Listen to the concerns raised in line with the procedures set out below.
- Investigate concerns, as we deem appropriate.
- Provide employees with the opportunity to appeal any formal decision made in line with the policy.

4 We expect that employees will

- Raise any concerns promptly, while following the correct procedure.
- Use the informal process in the first instance (where appropriate) and only use the formal process where it is necessary.
- Let us know what concerns they have and how these could be resolved.
- Complete the grievance form and pass this to the appropriate manager.
- Co-operate and participate as required in any investigations that take place.
- Start the process with the view of achieving an acceptable outcome for all concerned.

5. Process

Informal Process

We encourage employees to raise any concerns with their line manager. The line manager will discuss the issues and any reasonable solutions with the employee who has raised these.

If the employee is unhappy with the outcome of this informal intervention, then they have the option of raising their concerns formally.

Formal Process

The following rules apply for the formal grievance process:

- If an employee wishes to raise a formal grievance, they must complete the grievance form (appendix 1 at the end of this policy).
- At all stages of the formal process, an employee has the right to be accompanied by a trade union representative or a workplace colleague. The person accompanying the employee has the right to summarise the employee's case and confer with the employee. They do not have the right to answer questions on the employee's behalf.
- The organisation will not make any changes connected to your concerns, until it is resolved, the procedure is exhausted, or you do not wish to pursue the matter further.
- If the concerns raised relate to or involve a manager, the concerns will be dealt with at the level above the manager involved.
- Employers and employees should always seek to resolve grievance issues in the workplace. Where this is not possible employers and employees should consider using an independent third party to help resolve the problem
- The third party need not come from outside the organisation but could be an internal mediator, so long as they are not involved in grievance issues.
- In some cases, an external mediator might be more appropriate.

Stage 1

You should first raise your grievance with your line manager, who will try to resolve the matter within 2 working days. If your grievance is about your line manager, you should submit your form to a manager above the grade of your manager. For the CEO, this would be Chair of the Board of Management.

Stage 2

In the first instance, you should ask for a meeting with a more senior manager within 5 working days.

They will hold a meeting within 3 working days of your request and carry out an investigation, if required, to give you a decision within 5 working days of the meeting.

Stage 3

If you are still not satisfied, you should present the grievance in writing within 5 working days to the chair of the staffing sub-committee or equivalent.

The chair will then arrange a meeting of the representatives of the committee within 10 working days. The chair should tell you the date and time of the hearing.

Where possible, after hearing the grievance, the staffing sub-committee or equivalent will give their decision in writing to you within 3 working days of the date of the meeting.

Stage 4

Appeals from the decision of the representatives of the committee will be to the JNC Appeal Chair.

You should notify the secretary to the JNC appeal of your intention to make an appeal in writing within 5 working days of receiving notice of the decision.

The hearing will be arranged within 20 working days, where possible. After hearing the grievance, the JNC appeal chair will give their decision in writing to both you and your trade union (if you have one) within five working days of the date of the hearing.

This is the final stage of internal appeal process.

Right of Appeal

You have the right of appeal against any formal decision taken in a grievance issue. If the matter is not resolved to your satisfaction, you can raise up to two appeals, including JNC appeal depending at which stage your grievance is heard at. Notice of your right of appeal will include details of the time limit within which you must make the appeal.

Please note that if your original grievance is heard by the staffing subcommittee or equivalent at stage 3 of the process, there will only be one appeal to the JNC appeal making the process two stages only.

Collective grievances

Collective grievances are complaints raised on behalf of two or more employees by a representative of a recognised trade union or other appropriate workplace representative. These grievances should be handled in accordance with the procedures set out below.

A collective grievance should be raised using the grievance form which should be clearly marked that it is a collective grievance. This form should be signed by all employees who are raising the concern and indicate if there is a formal representative for the group of employees.

You should first raise these at stage 2 of the formal procedure.

If the issues are not sorted out after going through the internal procedure, either you or we may refer the matter to ACAS conciliation.

Timescales may be amended at each stage of the procedure if both parties agree – and for the JNC hearings, each side may apply for an extension which may be granted by the Chair.

Outcome

Further to the grievance meeting, an appropriate investigation will take place based on the information provided at the meeting. On completion of investigations the employee will receive a written response providing an outcome along with, where possible, the rationale for reaching this decision.

Possible outcomes include the following:

- The employees' concerns have been upheld
- Some of the employees' concerns have been upheld, and others have not.
- The employees' concerns have not been upheld.

Where it is possible, the employee will be provided with the reason/s why any decisions have been made. This does not mean that an employee will automatically have access to the investigation nor witness statements that have been taken.

Rutherglen and Cambuslang Housing Association takes confidentiality of all its staff very seriously and must ensure that it complies with Data Protection requirements. As a result, only information concerning the employee that does not breach the confidentiality of others may be made available. If any disciplinary action is considered against colleagues because of the complaint, the employee will not be informed of this under any circumstances.

Grievances raised after employment has ended

If an employee raises a grievance after their employment has ended, the organisation will consider this and respond in writing.

Record Keeping

A written record of formal grievances and any proposed solutions will be retained in the employee's personal file.

6.0 Data Protection

We will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in Rutherglen and Cambuslang Housing Association's employee privacy notice.

7.0 Review of Policy

- 7.1 This Policy will be reviewed at least every three years or considering changes to legislation.

REVIEW DATE: 16 December 2025

Appendix 1 - Grievance Form

If an employee wishes to raise a formal grievance, they must complete the following form and give this to their line manager (unless the complaint concerns their line manager, in which case it should be given to a manager a level above their line manager where possible).

Section 1 – About the employee

Name	
Job Title	
Department/Section	
Manager	

Section 2 – Please provide details of the grievance

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Continue on a separate sheet if necessary-

Appendix 2 – ACAS Code of Practice on Discipline and Grievance Procedures

The Code of Practice is designed to help employers, employees and their representative deal with discipline and grievance situations in the workplace.

The Code is issued under Section 199 of the Trade Union and Labour Relations (Consolidation) Act 1992 and was laid before both House of Parliament on 16 January 2015. It comes into effect by order of the Secretary of State on 11 March 2015 and replaces the Code issued in 2009

A failure to follow the Code does not make a person or organisation liable to proceedings. However, employment tribunals will take the Code into account when considering relevant cases.

Code of Practice - Grievance

Grievances are concerns, problems or complaints that employees raise with their employers. The Code does not apply to redundancy dismissals or the non-renewal of fixed term contracts on their expiry.

Fairness and transparency are promoted by developing and using rules and procedures for handling grievance situations. These should be set down in writing, be specific and clear. Employees and, where appropriate their representatives should be involved in the development of rules and procedures. It is also important to help employees and managers understand what the rules and procedures are where they can be found and how they are to be used. Note – These are contained within the Policy

Where some form of formal action is needed, what action is reasonable or justified will depend on all the circumstances of the case. Employment tribunals will take the size and resources of an employer into account when deciding on relevant cases and it may sometimes not be practicable for all employers to take all the steps set out in this Code.

That said, whenever grievance process is being followed it is important to deal with issues fairly. There are several elements to this:

Employers and employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.

Employers and employees should act consistently

Employers should carry out any necessary investigations, to establish the facts of the case

Employers should inform employees of the basis of the problem and give them an opportunity to put their case in response before any decisions are made

Employers should allow employees to be accompanied at any formal grievance meeting.

Employers should allow an employee to appeal against any formal decision made.

Employers would be well advised to keep a written record of any grievance cases they deal with.

Employers and employees should always seek to resolve grievance issues in the workplace. Where this is not possible employers and employees should consider using an independent third party to help resolve the problem

The third party need not come from outside the organisation but could be an internal mediator, so long as they are not involved in grievance issues.

In some cases, an external mediator might be more appropriate.

Many potential grievance issues can be resolved informally. A quiet word is often all that is required to resolve an issue. However, where an issue cannot be resolved informally then it may be pursued formally.

This code sets out the basic requirements of fairness that will be applicable in most cases; it is intended to provide the standard of reasonable behaviour in most instances.

Uploaded to the Portal Discipline and Grievances at Work: the ACAS Guidance Booklet

More comprehensive advice and guidance on dealing with disciplinary and grievance situations is contained in Discipline and Grievances at Work: the ACAS guidance booklet. This Booklet also contains a sample disciplinary and grievance procedures

Unlike the Code employment tribunals are not required to have regard to the ACAS Guidance booklet. However, it provides more detailed advice and guidance that employers and employees will often find helpful both in general terms and in individual cases.

Appendix 3

	RUTHERGLEN & CAMBUSLANG HOUSING ASSOCIATION
	EQUALITY IMPACT ASSESSMENT - GRIEVANCE POLICY

Is the policy/proposal new or a revision	New	Person(s) responsible for assessment	HR Manager
1. Briefly describe the aims, objective's purpose of the policy/proposal	This policy ensures our staff are aware of the Associations expected standards of conduct and performance that ensures they are demonstrating high standards of behaviour in all our activities.		
2. Who is intended to benefit from the policy/proposal (e.g. applicants, tenants, staff, contractors)	Staff, tenants, applicants, service users, stakeholder		
3. What outcomes are wanted from the policy/proposal (e.g. benefits to customers)	<ul style="list-style-type: none"> ➤ Clear expectations for behaviour ➤ Promotion of a positive organisational culture ➤ Legal and regulatory compliance ➤ Consistent decision making and accountability ➤ Protecting the associations reputation 		
4. Which protected characteristic could be affected by the policy/proposal? (tick all that apply)			
Age	✓	Disability	✓
Marriage & Civil Partnership	✓	Pregnancy/Maternity	✓
Race	✓	Religion or Belief	✓
Gender	✓	Gender Reassignment	✓
Sexual Orientation	✓		
5. If the policy/proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.			
6. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4	Positive Impact(s)		Negative Impact(s)
	If someone discloses a protected characteristic issue, this would be discussed and a resolution sought.		

<p>7. What actions are required to address the impacts arising from this assessment? (this might include collecting additional information, data, putting monitoring in place, specific actions to mitigate negative impacts)</p>	<p>There are clear procedures and processes in place contained within the Grievance Policy. Staff and Managers are expected to follow these to mitigate negative impacts.</p>	
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<p>Signature of assessor</p>	<p><i>Wilma McInerney</i></p>
<p>Job Title of Assessor</p>	<p>Corporate Services Manager</p>
<p>e EIA was completed</p>	<p>December 2025</p>