



Grievance Policy

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Introduction:

The purpose of the Grievance Procedure is to ensure that each employee has the opportunity to resolve problems in an organised and fair manner.

These procedures do not apply to concerns or suspicions of child abuse; please see separate procedure on this subject contained in '*Child Protection Referral Policy*'.

The Grievance Procedure is not applicable to matters relating to disciplinary or absence management proceedings; or any other company procedure or policy that contains an appeal mechanism. If in doubt about whether it is appropriate to raise an issue under the Grievance Procedure, or whether a separate procedure may be more applicable, employees should speak to their manager or RI, who will be able to provide guidance.

This Grievance Procedure complies with the ACAS Code of Practice on Grievance Procedures and is indicative of how we wish to deal with grievances. The Grievance Procedure does not, however, constitute a contractual right.

1. Informal Resolution:

If an employee of HND Children's Care Ltd has a grievance or complaint relating to their work, their working conditions, working hours, or treatment at the hands of their fellow employees, or if they are concerned about their health and safety or a breach of your



statutory employment rights or any other issue affecting their employment, they should first talk the matter over on an informal basis with their immediate supervisor or manager. He or she will discuss the employee's concerns in confidence, where appropriate will make discreet investigations and will attempt to resolve the matter speedily and fairly.

NOTE: Under no circumstances should concerns or allegations of mistreatment or abuse be dealt with via this procedure.

If the matter cannot be resolved informally, go to 'Stage 1: Resolution by the Home's Manager'.

2. Stage 1: Resolution by the Home's Manager:

If an employee prefers to put their complaint or grievance on a more formal footing, they should discuss their concerns (confirming in writing) with their manager.

If the grievance relates to the manager, it should be raised with the RI / Director (Grievances), see below.

Where possible, the employee's grievance should include all details, dates and the names of people involved, so that the matter can be properly investigated and resolved. It should be noted that staff have the legal right to be accompanied at the meeting, and at any further such meetings, by a workmate of their own choosing or a trade union representative. The meeting may be postponed, at the employee's request, and for up to five working days, if the employee's chosen companion is not available to attend on the date originally set.

If the Manager cannot resolve the employee's difficulty to their complete satisfaction within five working days, he or she will give you his or her reasons in writing and will advise the employee of their right to pursue the matter further to Stage 2 or Stage 3 - below.

3. Stage 2: Resolution by the RI / Director (Grievances):

If the concern / grievance has not been resolved by the manager (or relates to the manager), it should be passed to the RI / Director, preferably in writing.

On receipt of an employee's appeal, the RI / Director will arrange to meet the employee to discuss the ground for their appeal and will decide about the actions to take, within the next five working days.

If an employee is still unhappy, they should ask the RI / Director to seek the advice of an independent senior manager or an external advisor / consultant, see Stage 3.

4. Stage 3: Resolution by an Independent Person:

If the grievance relates to the RI / Director or has been unresolved in Stage 2, the employee can request an independent review.



If it appears that such a review may help to resolve the grievance, an Independent Person (someone with relevant specialist experience or skills) will be asked to review or investigate the grievances.

The recommendations of the Independent Person will be passed to the RI / Director for a decision.

End.