



Grievance policy

East Birmingham Community Forum (EBCF)

Version: **v5.0**

Date Issued: **January 2026**

Review Date: **January 2027**

Document Control

Policy Owner: Human Resources

Approved By: Head of Quality

Contents

1. Purpose	3
2. Scope	3
3. Principles	3
4. Informal Resolution	3
5. Formal Grievance Procedure	4
6. Investigation	4
7. Grievance Hearing	4
8. Outcome	5
9. Right of Appeal	5
10. Grievances Raised During Other Procedures	6
11. Record Keeping	6
12. Protection from Victimisation	6
13. Equality and Diversity	6
14. Monitoring and Review	7

1. Purpose

EBCF is committed to maintaining a positive, respectful and productive working environment where employees are treated fairly and with dignity.

This policy provides a framework through which employees can raise concerns, complaints or grievances relating to their employment and have them considered fairly, promptly and consistently.

EBCF encourages employees to raise concerns at the earliest opportunity so that issues can be resolved informally wherever possible.

2. Scope

This policy applies to all employees of EBCF.

- The policy covers concerns relating to:
- Terms and conditions of employment
- Working practices
- Working relationships
- Bullying or harassment
- Discrimination
- Health and safety concerns
- Decisions affecting an employee's employment
- Breaches of organisational policies

This policy does not apply to:

- Disciplinary matters
- Redundancy consultation processes
- Collective disputes involving groups of employees
- Whistleblowing concerns (which should be raised under the Whistleblowing Policy)

3. Principles

EBCF will:

Treat all grievances seriously.

- Seek to resolve concerns fairly and promptly.
- Maintain confidentiality wherever possible.
- Ensure no employee suffers detriment for raising a genuine grievance.
- Follow the principles of natural justice.
- Comply with the ACAS Code of Practice on Disciplinary and Grievance Procedures.

Employees are expected to raise concerns in good faith and engage constructively throughout the process.

4. Informal Resolution

EBCF believes that many concerns can be resolved quickly and effectively through informal discussion.

Employees are encouraged, where appropriate, to:

- Speak directly with the individual concerned.
- Discuss the matter with their Line Manager.
- Seek support from Human Resources.

Managers should make reasonable efforts to resolve concerns informally before a formal grievance is submitted.

Where informal resolution is unsuccessful, inappropriate, or the matter is sufficiently serious, the employee may raise a formal grievance.

5. Formal Grievance Procedure

A formal grievance should be submitted in writing to the employee's Line Manager or Human Resources.

The grievance should include:

- Details of the concern.
- Relevant dates and facts.
- Individuals involved.
- Any steps already taken to resolve the matter.
- The outcome sought.

Where the grievance relates to the employee's Line Manager, it may be submitted directly to Human Resources or a more senior manager.

6. Investigation

Upon receipt of a formal grievance, EBCF may appoint an appropriate manager to investigate the matter.

The investigation may include:

- Reviewing relevant documentation.
- Interviewing witnesses.
- Obtaining written statements.
- Meeting with the employee raising the grievance.

The purpose of the investigation is to establish the facts and determine whether further action is required.

The complexity of the matter will determine the scope and duration of any investigation.

7. Grievance Hearing

Following the investigation, a grievance hearing will normally be arranged.

The employee will receive reasonable notice of the meeting and be provided with relevant information where appropriate.

The employee will have the right to be accompanied by:

- A workplace colleague; or
- A recognised Trade Union representative.

During the hearing, the employee will be given the opportunity to:

- Explain their concerns.
- Present evidence.
- Respond to information gathered during the investigation.
- Suggest potential resolutions.

8. Outcome

Following the grievance hearing, EBCF will communicate its decision in writing.

Possible outcomes may include:

- The grievance being upheld.
- The grievance being partially upheld.
- The grievance not being upheld.
- Recommendations for mediation.
- Recommendations for management action.
- Further investigation where required.

The written outcome will normally include:

- A summary of the findings.
- The decision reached.
- Any actions to be taken.
- Details of the right to appeal.

9. Right of Appeal

Employees who are dissatisfied with the outcome may appeal in writing within 14 calendar days of receiving the decision.

The appeal should clearly state:

- The grounds for appeal.
- Any new evidence.
- The reasons the employee believes the decision was incorrect.

An appeal hearing will normally be conducted by a manager not previously involved in the matter.

The outcome of the appeal will be confirmed in writing and will be final.

10. Grievances Raised During Other Procedures

Where a grievance is raised during a disciplinary, capability or other formal process, EBCF may:

- Suspend the original process temporarily; or
- Continue with both processes where appropriate

The decision will depend upon the nature of the grievance and its relevance to the ongoing procedure.

11. Record Keeping

Records relating to grievances will be maintained confidentially and in accordance with EBCF's GDPR Policy and Data Protection requirements.

Records may include:

- Grievance submissions.
- Investigation notes.
- Witness statements.
- Hearing notes.
- Outcome letters.
- Appeal documentation.

12. Protection from Victimisation

No employee will suffer detriment, victimisation or retaliation for raising a genuine grievance in good faith.

Any employee found to have victimised another individual for raising a grievance may be subject to disciplinary action.

13. Equality and Diversity


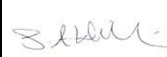
EBCF is committed to ensuring grievances are managed fairly and consistently regardless of age, disability, sex, race, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity, marriage and civil partnership status or any other protected characteristic.

Reasonable adjustments will be considered where required.

14. Monitoring and Review

Human Resources will monitor the application of this policy to ensure fairness, consistency and legal compliance.

This policy will be reviewed annually or sooner where legislation or organisational requirements change.

Version	Description of Change	Author	Date	Approved by
1.0	First version	S.Carragher	May 2022	S.Johnson
2.0	Updated version	S.Khan	July 2023	Z.Sharif
3.0	Version 3.0	S.Khan	July 2024	
4.0	Version 4.0	S.Khan / J.Hall	January 2025	
5.0	Version 5.0	S.Khan (HR)	January 2026	S.Etheridge (Head of Quality)