



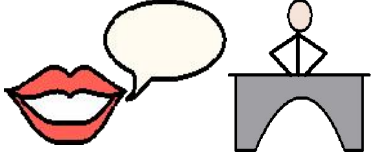


# Accessible Grievance Policy

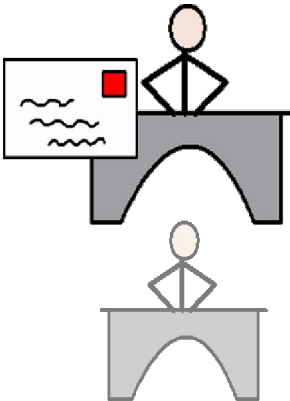



**November 2008**

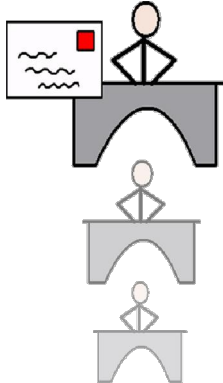
*This accessible policy has been produced to assist the people we support to understand our policy framework within the context and best practice of inclusive communication. This accessible policy is not a substitute for the full policy document and therefore staff and managers must make themselves familiar with the full policy document.*


*The complete policy statement can be found within the Grievance Policy document available from the Admin Team at the Consortium Office.*


<p>A grievance means being unhappy about something at work and wanting to tell someone about it.</p>	
<p>The grievance policy is for people who work for The Consortium who may not be happy about a decision made to do with their work.</p>	
<p>If people have a grievance the policy says they should:</p> <p><b>1. Have a friendly (informal) chat with their boss</b></p>	
<p>The policy says that Consortium boss's must make time to speak to the person and tell them why a decision has been made.</p> <p>After this chat they must think about whether the decision was the right one and possibly change it.</p> <p>If the decision does not change they must tell the staff why.</p>	
<p>If the person is still not happy then they should:</p> <p><b>2. Send a letter to their boss's boss</b></p>	

<p>The staff must send this letter within one month of the decision they are not happy about being made.</p> <p>The boss must do something about it within 14 days.</p> <p>The boss will look at all the information from the people involved.</p> <p>The boss must make sure that no one has been treated badly</p> <p>The boss will make up his mind about whether the decision was a good or bad decision. If it was bad then the boss can change the decision and tell people why.</p>	
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<p>If the person is still not happy then they should:</p> <p><b>3. Send a letter to a boss higher up again</b></p>	
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<p>This boss will do the same things as the last boss and will talk to people to find out about their decision.</p> <p>This boss will decide whether the decision made was a good or bad decision.</p> <p>If the boss thinks the decision was good then he will tell all the people that have been involved.</p>	
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<p>If the staff member is still unhappy there is nothing else the Consortium can do.</p>	
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<p>The staff member can speak to people outside of The Consortium and go to court called an employment tribunal.</p>	
<p>If the person needs any help at any of these stages then they should talk to the Personnel department, their Fair Treatment Advisor or the Employee Assistance Programme</p>	