

SLOUGH BAPTIST CHURCH POLICY	Grievance Policy and Procedure
POLICY NUMBER: SBCP-18	



Primary Responsibility:	Secretary	
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DISTRIBUTION

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1. Purpose and Scope

Slough Baptist Church realises the importance of good working relationships. It therefore tries to establish an atmosphere in which problems can be discussed and resolved and to encourage open communication. The church aims to resolve any grievance an employee may have about his or her work or about actions of the church, the congregation, or the employee's colleagues.

Slough Baptist Church also believes that it is in everyone's best interest to ensure that employees' grievances are dealt with quickly and fairly and has therefore created this grievance procedure to enable individuals to raise issues with management that affect them in the workplace.

The scope of this procedure applies to all paid staff. The procedure is non-contractual but applies to all employees, who should familiarise themselves with its provisions.

2. Procedure: Stage 1 - Informal Resolution

The employee should first raise any grievance informally with the person to whom he or she immediately reports. This is because in most cases the line manager will be best placed to respond to the complaint. Most grievances can be resolved quickly and informally through discussion with the line manager. If this does not resolve the problem, the employee should initiate the formal procedure below reasonably promptly.

3. Procedure: Stage 2 - Grievance Hearing

If the employee is dissatisfied with the outcome of stage 1, the employee should raise the matter in writing giving full details. This written grievance should be sent to the line manager, or, if the grievance is against the line manager, the written grievance should be sent to the Church Secretary. The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that a full investigation can be conducted.

The manager should respond, normally within one week, and invite the employee to a hearing to discuss the grievance. The employee has the right to be accompanied by either a colleague or a trade union representative. If the employee or their companion cannot attend at the time specified, they should inform the Chairman of the meeting as soon as possible and agree an alternative time.

The manager should confirm the decisions and proposed actions to the employee in writing. This should normally be within 10 working days of the hearing but if this is not possible the employee should be given an explanation for the delay and told when a response can be expected.

4. Procedure: Stage 3 - Appeals

If the employee is dissatisfied with the outcome of stage 2, the employee may appeal in writing to the Church Secretary stating the full grounds of the appeal. The Church Secretary should arrange an appeal hearing with a panel of at least three trustees who were not directly involved in the original grievance hearing. The employee has the right to be accompanied by either a colleague or a trade union representative.

Following the appeal hearing, the Church Secretary should inform the employee of the decisions and proposed actions in writing. This should normally be within 10 working days of the appeal hearing but if this is not possible the employee should be given an explanation for the delay and told when a response can be expected.

The outcome at stage 3 will be final, subject to any overriding decision by Slough Baptist Church Members' Meeting. There is no further right of appeal.