Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	Governance Sub-Committee
PREPARED BY:	Linda Sichi (Deputy CEO)
SUBJECT:	Grievance POLICY
DATE OF MEETING:	26 March 2025
APPROVED BY:	Paul Martin (CEO)

GRIEVANCE POLICY

LS/MARCH.2025/REF.P95

GRIEVANCE POLICY

CONTENTS

1. MHA's Strategic Objectives
2. MHA's Values
3. Regulatory & Legislative Compliance
4. Policy Introduction
5. Principles of Grievance Policy
6. Informal grievance process
7. Formal grievance process
8. Right of Appeal
9. Collective grievance process
10. Outcome
11. Grievance after employment has ended
12. Record keeping
13. Equality & Human Rights
14. Data Collection
15. Monitoring & Review of Policy

1. MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2. MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3. LEGAL & REGULATORY COMPLIANCE

The Management Committee leads and directs MHA to ensure good outcomes for its tenants and other service users. MHA adheres to the Scottish Housing Regulator's Regulatory Framework Financial & Regulatory and to all relevant legal employment law requirements associated with this policy.

4. POLICY 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.

MHA strives to ensure that all employees are comfortable that any issues or disputes raised will be looked at and resolved wherever possible. MHA also encourages employees to raise concerns immediately at the lowest possible level. MHA 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 applies to all MHA employees and provides the details of both the informal and formal processes.

5. PRINCIPLES OF THE GRIEVANCE POLICY

Employees can expect MHA to

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

MHA 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 MHA 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.

6. INFORMAL PROCESS

MHA 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.

7. 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 TU 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.
- MHA 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.

Stage 1
You should first raise your grievance with your line manager, who will try to resolve the matter within *2 working days.*

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 governance sub-committee.

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

After hearing the grievance, the governance sub-committee will give their decision in writing to you within *3 working days* of date of 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.

8. 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 governance sub-committee or equivalent at stage 3 of the process, there will only be one appeal to the JNC appeal making the process two stages only.

9. COLLECTIVE GRIEVANCES

Collective grievances are complaints raised on behalf of two or more employees by a representative of a recognised TU 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.

10. OUTCOME

Further to the grievance meeting, an appropriate investigation will take place based on the information provided at the meeting. On completion, the employee will receive a written response providing an outcome together 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.

MHA 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 colleague because of the complaint, the employee will not be informed of this under any circumstances.

11. GRIEVANCES RAISED AFTER EMPLOYMENT HAS ENDED

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

12. RECORD KEEPING

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

13. EQUALITY & HUMAN RIGHTS

MHA's is committed to equal opportunities, and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

14. DATA COLLECTION

MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy. Information regarding how personal data will be used and the basis for processing this is provided in the employee privacy notice.

15. POLICY MONITORING & REVIEW

The Grievance Policy will be reviewed by the Governance Sub-Committee every 2 years or in line with EVH updates, or as otherwise deemed necessary.

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 complaint.

Section 3 – Please provide details of the outcome you would like considered.

Signature	
Date	