# Grievances

##### **Introduction**

The grievance procedure exists to allow My Support and Care Services Ltd to deal with any grievances (concerns, problems or complaints) from employees fairly, consistently and speedily

##### **Procedures**

***Any employee wishing to raise a grievance should:***

* Raise the issue, in writing, with the service manager/director of My Support and Care Services Ltd Any employee who has difficulty in expressing themselves on paper, for example for those whom English is not their first language, should be encouraged to seek help i.e. from a colleague or union representative. Under the Disability Discrimination Act 1995 My Support and Care Services Ltd will make reasonable adjustments which may include assisting employees with a written grievance if they are unable to do so themselves due to a disability.

***On receipt of a grievance the service manager will:***

* Invite the employee to a meeting to discuss the grievance, informing them that they have the right to be accompanied.
* Respond, in writing to the employee’s grievance within 5 working days, including informing them that they can appeal against the decision made by My Support and Care Services Ltd if they are not satisfied.

### Appeals

* If an employee is dissatisfied with the decision made after a grievance meeting they must inform the service manager/director of My Support and Care Services Ltd who will arrange an appeal meeting. Employees will be informed that they have the right to be accompanied at any appeal meeting.
* The service manager/director of My Support and Care Services Ltd will write to the employee with a decision on their grievance within 5 working days, they will also be informed that this is the final stage of the grievance procedure. Any appeal will be directed by our legal team at Avensure to ensure a fair hearing is given.

Directors: **Lesley Barker**

Address: **My Support and Care Services Ltd**

**40a High Street**

**Honiton**

**Devon EX14 1PJ**

Also see policies *‘Disciplinary’* and *‘Whistleblowing’.*

#### N.B

Reference has been and will be made to *‘Code of Practise 1 – Disciplinary and Grievance* Procedures’ produced by *‘acas’* in any disciplinary or grievance matter.

**Acas - Helpline** 08456 06 1600 [www.acas.org.uk](http://www.acas.org.uk)