

LSDN Staff Grievance Policy and Procedure	
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LSDN MISSION STATEMENT

LSDN's mission is to enhance the life chances, economic independence and social mobility opportunities of its service users by helping individuals to develop vocational, academic and life skills using a supportive and individualistic approach so service users can realise their fullest potential at home, in the workplace and in the community. LSDN works in partnership with its clients and local community to bring about the best possible results for each individual and their families.

Purpose	This document sets out the policy and procedure for LSDN's Grievance procedure.
Scope	This procedure applies to all LSDN employees regardless of length of service.
Management Responsibility	Chief Executive, Director
Policy Headings	
Introduction	London Skills & Development Network (LSDN) is a not-for-profit Social Enterprise in the field of education and training services. As well as managing and delivering a range of education and training programmes, LSDN also offers a range of consultancy and capacity building support services to

	the education and training sector. LSDN is in the top 2% of Training Providers for Learner Satisfaction (National FE Choices Survey).
Description	This procedure does not form part of any employee's contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case. Most grievances can be resolved quickly and informally through a discussion with your Line Manager or a Senior Manager. If this does not resolve the problem you should initiate the formal procedure below reasonably promptly.
	Step 1: Written grievance You should put your grievance in writing and submit it to your line manager. If your grievance concerns your line manager, you may submit it to the HR and Finance Director. The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it. Step 2: Meeting We will arrange a grievance meeting, normally within 5 – 10 working days of receiving your written grievance. You should make every effort to attend. You may bring a companion to the grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion. The companion may be either a trade union representative or a colleague, who will be allowed reasonable paid time off from duties to act as your companion.

	If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time. We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened. We will write to you, usually within 5 working days of the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal. Step 3: Appeals/Escalation If the grievance has not been resolved to your satisfaction, you may appeal in writing to: 1. LSDN CEO stating your full grounds of appeal, within 5 working days of the date on which the decision was sent or given to you. 2. LSDN Board -An appeal meeting will be held normally within two weeks of receiving the appeal and dealt with impartially by Governing Body who has not previously been involved in the case. You will have a right to bring a companion. 3. LSDN reserves the right to call on a third party to assist in resolving grievances. A final decision will be confirmed in writing, usually within 5 working days of the appeal hearing. There is no further right of appeal. Formal grievances should be raised within three months of the issue arising, unless exceptional circumstances apply.
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	All grievance matters will be handled confidentially and sensitively, in line with data protection legislation and LSDN's Privacy Policy.
Form for Formal Grievance/Complaint	See Appendix 1 (attached)
Links to other policies	• Appeals Policy and Procedure Policy • Bullying and Harassment Policy
	• Equal Opportunities Policy • Safeguarding Policy • Anti-radicalisation Policy • Disciplinary Policy • Health & Safety Policy • Staff Code of Conduct
Policy Monitoring and review arrangements	Quarterly monitoring – Board and Directors This policy will be reviewed every three years.

Appendix 1 – Formal Grievance/Complaint form



Appendix 1 LSDN Staff Grievance/Complaints Form

We are sorry that you feel that you have cause to complain. Please complete this form, including as much information about the problem as possible to enable us to fully investigate your grievance. Your grievance will not affect the way that you are treated while your grievance is investigated.

We will respond to this complaint within five working days of receipt. The information provided on this form will be stored and processed under the General Data Protection Regulation 2018.

Name of complainant:	
Address:	
Postcode:	
Tel:	
Email:	
Job title?	
Date grievance form is submitted:	
Please set out clearly the nature and origin of your grievance. Please use additional sheets of paper if required:	
Please describe the steps you have taken to resolve your grievance informally. If this has not been possible, or the outcome is not satisfactory, please explain why.	

Please list details of any evidence that you are submitting with this form:	
Are there any witnesses who can corroborate your grievance? Please ensure that these individuals are happy for us to talk to them and/or bring them before the complaints panel if required.	Names & contact details:
What action are you seeking/ what solution are you requesting?	
Signature of complainant	
Please return this form to: to your line manager. If your grievance concerns your line manager; you may submit it to the HR and Finance Director.	