

NYJO Grievance Policy and Procedure

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Introduction

NYJO wants to promote a harmonious workplace to ensure that we maintain the delivery of high-quality service and support to our students, partners, and clients. However, we recognise that from time-to-time you may have concerns about your work or working conditions. This Grievance Policy provides a framework for raising grievances to ensure they are handled in a supportive and considerate manner.

You are encouraged to raise any grievance you have as early as possible, to allow for swift and appropriate actions to be taken. NYJO recognises that grievance issues may be stressful for all concerned; advice and guidance can be sought from the Chief Executive or HR Trustee at any stage, to ensure that the health and wellbeing of all relevant parties is considered throughout.

Scope

NYJO is an organisation that values everyone who contributes to and benefits from our work. We are a community of employees, freelance administrators and artists, guest artists, trustees, young performers and project participants, and their families. For the purposes of this document, we will use the terms ‘professionals’, denoting employees, freelance administrators and artists, guest artists and trustees; and ‘beneficiaries’, denoting young performers, project participants and their families, education partners and communities.

Amongst its professionals, NYJO recognises the different legal obligations inherent in relationships based on contracts of employment (ie staff) and contracts for services (ie freelancers). Whilst acknowledging the different contractual arrangements, we are committed to treating all professionals with equal and appropriate respect, and of fully engaging with and appreciating all who contribute to the success of our work.

This policy applies to all NYJO professionals. It does not form part of your contract of employment with NYJO and may be amended from time-to-time.

Accountabilities

Managers are responsible for:

- Dealing with grievances in a fair manner and in accordance with this policy.
- Striving for an effective and cooperative resolution, where possible informally in the first instance.
- Taking concerns seriously.

- Being committed to an effective and cooperative resolution and any recommendations made as part of the grievance process.

All NYJO professionals are responsible for:

- Ensuring that any grievance is raised as early as reasonably possible and to the appropriate manager.
- Striving for an effective and cooperative resolution, where possible informally in the first instance.
- Being committed to an effective and cooperative resolution and any recommendations made as part of the grievance process.

The Chief Executive and HR Trustee are responsible for:

- Ensuring this policy is up-to-date and that it incorporates best practice when dealing with grievances.
- Ensuring managers strive for an effective and cooperative resolution, informally in the first instance, where possible.
- Supporting managers and employees through the process.

Process

Stage 1 – Informal

You should raise any concerns with your manager as early as possible so that they do not go unaddressed for long periods of time. However, there may be instances where your concerns involve your manager. In such circumstances, you should raise them with your manager's manager; the HR Trustee can be consulted to agree the appropriate course of action to consider the matter.

If your concern relates to an issue of bullying or harassment, the Dignity at Work Policy provides guidance on how to raise these concerns and sets out how they will be addressed. Your manager will meet with you at a mutually convenient time and location to discuss your concerns. You will mutually agree what record, if any, is kept of any discussions held and how the matter is to be progressed and resolved.

Throughout this stage of the process all actions will be informal, with the additional option of mediation being available should you feel this is something that could support finding a resolution to the issues in question. Where it has not been possible to resolve the matter informally, recourse to the formal process may be necessary.

Stage 2 – Formal

If you feel that your grievance has not been satisfactorily resolved after raising it informally, you may raise it to the next level of management. This should be done in writing, clearly stating your concerns and give details of any events or actions taken to date. Where possible, you should include your desired outcome.

The senior manager will normally be the formal Hearing Manager. The hearing will take place within a reasonable period, normally within 10 working days of receipt of the grievance. All relevant evidence should be made available to all parties at least two days in advance of the hearing taking place.

You have the right to be accompanied by another member of staff at a formal grievance hearing. Whilst we do not recognise a trade union, if you are a member of a union you can ask a qualified union official to accompany you. Legal representation is not permitted. If you or your companion are unable to attend

the scheduled hearing, an alternative date will be offered within a reasonable timeframe. If, despite the reasonable efforts of the Hearing Manager, you or your companion are not able to attend the alternative date, the hearing may take place in your absence.

In some cases, it may be necessary to carry out further investigation – either in advance of the meeting, or immediately following. This will be determined by the Hearing Manager and you will be advised accordingly.

The Hearing Manager will either take summary notes at the meeting or arrange for a note taker to be present. A copy of the summary notes will be sent to you and your companion for comment. Provided comments are received within a reasonable timeframe, as defined by the Hearing Manager, they will be held with the original notes from the meeting.

The Hearing Manager can, at any point, raise concerns with the HR Trustee if they feel the nature of the grievance should be considered under another formal policy and procedure. This might include the Disciplinary Policy for matters considered to be related to misconduct, or the Dignity at Work Policy. If this occurs, the Hearing Manager will formally notify you to ensure you understand how your grievance will be managed. This may result in your grievance being placed on hold until the outcome of any other process.

The outcome of the formal hearing will be confirmed in writing, normally within 10 working days of the hearing, advising whether your grievance has been upheld or not, the reasons for the decision, along with any recommendations.

Stage 3 – Appeal

If you are unsatisfied with the outcome of your grievance after raising it informally and then formally, you have the right to appeal. Any appeal must follow the process set out in the Appeals Policy.

Related Policies

Dignity at Work Policy
Disciplinary Policy and Procedure

Policy Review

Policy last reviewed: June 2023
Next review due: September 2025
Responsible Trustee: HR Trustee, Janet Campbell – janet@nyjo.org.uk