



KingsGate Church Grievance Procedure

Last Review: September 2025

Next Review: August 2027

PURPOSE AND SCOPE

This procedure is intended to provide a clear process for employees to raise concerns or grievances related to their employment. It follows the **ACAS Code of Practice on Disciplinary and Grievance Procedures** and applies to all employees of KingsGate Church.

Wherever possible, employees are encouraged to raise concerns informally with their line manager or elder. Many issues can be resolved quickly through open and constructive dialogue.

RAISING A FORMAL GRIEVANCE

If the matter cannot be resolved informally, the employee should raise the grievance formally without unreasonable delay, by submitting it in writing to their line manager or elder. The recipient must not be the subject of the grievance. The written grievance should clearly state the nature of the complaint and any relevant facts, dates, or witnesses.

GRIEVANCE MEETING

The HR/Office Manager will arrange a grievance meeting without unreasonable delay to discuss the matter with the employee.

The employee has the statutory right to be accompanied at the grievance meeting, where the grievance relates to a duty owed by the employer (e.g., breach of contract or employment law).

The companion may be a colleague, a trade union representative or an official employed by a trade union. A union representative who is not an employed official must be certified by the union as competent to accompany the worker.

To exercise this right, the employee must make a reasonable request. Reasonableness will depend on the specific circumstances (e.g. availability of a suitable companion on site, or ensuring the companion does not prejudice the process).

The role of the companion

The companion:

- **can** address the meeting, present the employee's case, and confer with the employee.
- **cannot** answer questions on behalf of the employee or prevent the employer from explaining their position.

All parties should make every effort to attend the meeting.

The employee will be given the opportunity to explain their grievance and how they would like it resolved. The meeting may be adjourned if further investigation is required.

OUTCOME

Following the meeting, the HR/Office Manager (or relevant decision-maker) will decide what action, if any, should be taken.

- The decision will be communicated to the employee in writing without unreasonable delay.
- If appropriate, the response will set out what steps the employer intends to take to resolve the grievance.
- The employee will be informed of their right to appeal if they are dissatisfied with the outcome.

APPEAL PROCESS

If the employee wishes to appeal the outcome, they should do so in writing and without unreasonable delay, stating the grounds for the appeal.

The appeal will be arranged without unreasonable delay, and the time and place will be communicated in advance.

The appeal will be heard impartially, wherever possible by a Manager, Elder, or Trustee not previously involved in the grievance.

The employee has the right to be accompanied at the appeal hearing under the same terms as above.

The outcome of the appeal will be communicated to the employee in writing without unreasonable delay. The appeal decision is final.

GRIEVANCE DURING DISCIPLINARY PROCEDURES

If an employee raises a grievance during a disciplinary process, the disciplinary proceedings may be suspended to allow the grievance to be considered.

Where the grievance and disciplinary cases are related, it may be appropriate to deal with both issues concurrently.