
Staff Grievance Policy

**Society of the Divine Word (SVD)
- IBP British District**



1. Policy Purpose

The Society of the Divine Word (SVD) – IBP British District is committed to ensuring that all staff are treated fairly, with dignity and respect, and are able to raise concerns or complaints without fear of disadvantage or retaliation.

This Staff Grievance Policy provides a clear, fair, and accessible procedure for employees to raise work-related concerns and for those concerns to be addressed promptly and appropriately.

2. Scope

This policy applies to all employees of the SVD IBP British District, including staff engaged in domestic, administrative, or support roles.

This policy does not apply to:

- Religious members (priests and brothers), who are covered by internal governance and safeguarding arrangements
- Volunteers or Trustees, who should use the Complaints Policy or Whistleblowing Policy as appropriate

3. Relationship to Other Policies

This Grievance Policy operates alongside, but is distinct from:

- Safeguarding Policy – for safeguarding concerns or allegations
- Whistleblowing Policy – for concerns involving illegal activity, safeguarding failures, serious misconduct, or matters in the public interest
- Complaints Policy – for complaints from service users or external individuals

Staff will be advised which policy is appropriate depending on the nature of their concern.

4. What Is a Grievance?

A grievance is a concern, problem, or complaint that an employee has about their employment or working environment. This may include, but is not limited to:

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- Terms and conditions of employment
 - Working practices or workload
 - Treatment by colleagues or managers
 - Health and safety issues
 - Bullying or harassment
 - Concerns about fairness, dignity, or respect at work

5. Principles

The SVD IBP British District is committed to ensuring that:

- Grievances are handled fairly, promptly, and consistently
- Employees are not treated unfavourably for raising a grievance in good faith
- Confidentiality is respected as far as possible
- Decisions are based on evidence and impartial consideration

6. Informal Resolution

Where possible, employees are encouraged to raise concerns informally at an early stage with their line manager or supervisor. Many issues can be resolved quickly and effectively through informal discussion.

If informal resolution is not appropriate or has not resolved the matter, the formal grievance procedure should be followed.

7. Formal Grievance Procedure

Stage 1 – Raising a Formal Grievance

- The grievance should be submitted in writing to the employee's line manager or, where appropriate, to a senior member of leadership.
- The written grievance should clearly outline the nature of the concern, relevant facts, dates, and any steps already taken to resolve it.

An acknowledgement will be provided within five working days.

Stage 2 – Investigation and Meeting

- An appropriate person will investigate the grievance.
- The employee will be invited to a meeting to discuss the grievance and may be accompanied by a colleague or Trade Union representative.
- A written outcome will normally be provided within 15 working days, or an update if more time is required.

8. Appeal

If the employee is dissatisfied with the outcome, they may appeal in writing within 10 working days of receiving the decision.

- The appeal will be heard by a senior leader or Trustee not previously involved.
- The appeal outcome will normally be provided in writing within 15 working days.

The decision at appeal stage is final within the SVD IBP British District.

9. Confidentiality

All grievance matters will be handled sensitively. Information will only be shared with those who need to know in order to investigate and resolve the grievance.

10. Protection from Detriment

No employee will suffer victimisation, retaliation, or disadvantage for raising a grievance in good faith. Any such behaviour will be treated as a disciplinary matter.

11. Record Keeping

Records of grievances will be kept securely and in line with data protection and retention requirements.

12. Review of the Policy

This policy will be reviewed every three years or sooner if required by changes in legislation or safeguarding guidance.

Date of Document Implementation:	20 January 2026
Date Review Due:	20 January 2029