



# Humanity First UK Grievance and Disciplinary Policy

Jan 2025

Approved By:	Executive Committee
Approval Date:	22 <sup>nd</sup> January 2025
Next Review Date:	22 <sup>nd</sup> January 2027

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Humanity First UK  
Unit 27, Red Lion Business Park, Surbiton, KT6 7QD  
Registered Charity No. 1188494 · Company Registration No. 11512888



## Policy Statement

At Humanity First we trust that all staff demonstrate our values, and that our managers operate within a professional framework. However, we recognise that, from time to time, staff (volunteers/employees) may have disputes or issues at work that they would like to be addressed.

One of the key principals of the policy is that disputes can be resolved most effectively when they addressed informally in a timely, and professional way. In most cases, grievances are much more likely to have a long-term positive impact if they are resolved when issues first emerge in a solution-focused, and informal way. A formal grievance should only be raised if no informal resolution has been found initially. Where an employee is concerned that it is not appropriate to raise a grievance informally, this should be discussed with a member of the senior management team, Board of Trustees or Human Resource team, who will advise whether the issue can proceed direct to the formal stage of the process.



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## Introduction

Humanity First UK is an International Development and Disaster Relief charity, part of the Humanity First network of charities founded in 1995. The charity is run by volunteers with diverse skill sets across the world and has access to thousands of extra volunteers worldwide.

## Vision

Humanity First's vision is to help achieve a world in which every person's practical; emotional and physical nourishment needs are met. Where humans, right to learning and safety needs are addressed, and human suffering, whether it as a result of conflict, natural disaster or illness is eradicated.

## Mission

To provide appropriate humanitarian activities, interventions and solutions, with the aim of reducing/eradicating human suffering.

To help create lasting solutions to communities through forming local partnerships and that promotes and safeguards the preservation of life, dignity and peace.

To support local communities to become resilient, through the development of, skills and resources to enable self-maintenance, self-development and the preserve of physical and emotional well-being.



## Values

- **To improve the Human experience** our approach is to serve humanity by improving the quality of human life
- **Open, transparent and accountable.** To promote ourselves honestly and ensure that we are transparent in what we are trying to achieve. To be accountable to our donors and beneficiaries with regards to resourcing and funding of projects
- **Inclusiveness.** We approach work with others in a non-judgemental way. We welcome and embrace diversity
- **Independent.** Our actions and involvement is not aligned to any political or military action in the settings where we work.
- **Collaborative.** We work with local people to achieve the best outcomes.
- **Empowerment.** We aim to empower people to recover and to achieve their full potential as individuals, groups and communities.

## Objectives

The charity's objectives are specifically restricted to promoting the following charitable purposes for the benefit of the public:

- The prevention and/or relief of poverty
- The advancement of education in such ways as the Trustees think fit
- Advancement of human health through the relief or prevention of mental illness, sickness, disease, disability or other health conditions caused
- The relief of those in need because of youth, age, ill-health, disability, financial hardship or any other disadvantage
- The objects may be advanced in any part of the world and shall include the relief of those suffering as a result of a natural disaster or human conflict



## **Purpose and Scope of this policy**

This policy sets out the framework for raising, addressing and resolving concerns at work. If a complaint or concern is related to bullying, harassment, discrimination or victimisation it may be more appropriate to refer to the Anti-Harassment and Bullying Procedure.

This policy applies to all paid and voluntary staff across Humanity First UK. A grievance is usually raised by a single staff member against named individual or individuals. However, there may be instances when more than one employee wishes to raise the same concerns, and the employees feel that it can be dealt with collectively, the same procedure will be followed as for individual grievances. Any outcome under the grievance procedure that identifies potential misconduct of any staff member, may be referred to the Grievance and Disciplinary Procedure. Where there is any evidence of malicious or vexatious grievances, this will also be referred to the Anti-Harassment and Bullying Procedure.

## **Grievance Procedure**

### **Stage 1: Informal Resolution**

1.1 - Grievances are best resolved when employees raise their concerns informally with their line manager in the first instance, in a timely and solution-focused way. If the grievance refers to an immediate line manager, the matter should be raised informally with the manager above the immediate line manager. Informal grievances should be raised as soon as possible, and no later than one month after any event that the grievance relates to. Only if the matter is not resolved between them should the formal grievance procedure need to be used.

1.2 - The line manager (or appropriate manager) will meet with the employee, usually within 10 working days, to discuss the employee's concerns in confidence. The line manager (or appropriate manager) will ask the employee for their view on possible resolutions and attempt to identify and agree possible resolutions with the employee. If the grievance is against another employee, the line manager may, after a discussion with both, bring together both parties to facilitate a discussion and resolution.

1.3 - It is the line manager's responsibility to seek prompt and informal resolution where possible and communicate with the employee, providing a summary note or email of the outcome. Most grievances will be resolved at this stage.



1.4 - If the concerns continue after informal measures have been taken the employee may want to consider taking part in a facilitated meeting or raising a formal grievance.

1.5 - Facilitated meeting - it may be appropriate for the matter to be dealt with by way of a facilitated meeting and is an important consideration for resolving issues at an early stage. This is a voluntary process where a nominated member of Human Resources (or appropriate manager) enables two or more people to work through conflict or disagreement, with a view to finding a mutually agreeable solution.

## **Stage 2: The Formal Grievance Procedure**

If all informal methods of resolution have been exhausted, or Human Resources (or appropriate manager) have agreed that it is appropriate, a formal grievance must be made in writing without unreasonable delay.

2.1 - The grievance should be addressed to the line manager (or the manager that dealt with the issue informally if different) stating clearly that a grievance is being raised at stage 2 of the Grievance Procedure.

2.2 - The employee should put their grievance in writing. It should set out clearly the nature of the grievance, including relevant facts, dates and names of individuals involved and include information on steps that have been taken to try and resolve the grievance informally. The employee should indicate the outcome that they are seeking that would resolve the grievance. This written statement will form the basis of the subsequent meeting and any investigations. If the grievance is unclear further clarity may be sought before any meeting takes place.

2.3 - Human Resources will arrange for an appropriate manager to be appointed to investigate the grievance. The investigating manager will be an appropriate manager who has had no prior involvement in the case. The investigating manager, with the support of a member of Human Resources, (or appropriate manager) will investigate the matter which may involve interviewing other employees and gathering documentation. Confidentiality of the grievance process will be respected, and those involved will be reminded of the scope of confidentiality at the start of the process. If the grievance relates to another employee that employee will be given a copy of the formal written grievance so that they can review and respond to the issues raised.



2.4 - Evidence that has been gathered during any investigation will be made available to all relevant parties at an appropriate point of the grievance process thus given the opportunity to respond to evidence gathered prior to the grievance outcome.

2.5 - The appointed manager will, as soon as possible, and in any event within 10 working days of receipt of the written grievance, arrange a grievance meeting with the employee.

2.6 - The Grievance meeting - This will be conducted by the investigating manager and supported by a Human Resources representative (or appropriate manager) who will take a note of the meeting. Digital recording of the grievance meeting is not permitted. If an employee has any disability related accessibility issues this should be raised, and appropriate arrangements will be made.

2.7 - Employees are entitled to be accompanied at any formal grievance meeting by a colleague or agreed representative in accordance with the provisions of the Employment Relations Act 1999. Any companion will be able to address the meeting, respond on the employee's behalf and sum up the employees' case, however questions put directly to the employee must be answered by them.

2.8 - At the meeting the employee will be asked to explain the nature of their grievance, present relevant evidence and explain what action they feel should be taken to resolve the matter. The investigating manager will ask questions of the employee, request any additional evidence and may choose to adjourn the meeting to allow further investigations to take place.

2.9 - Where the employee who has raised the grievance fails to attend a meeting without good reason, a second attempt will be made to arrange the grievance meeting within 5 working days. After the second attempt, if it appears that the employee has not made sufficient attempts to attend, a decision may be taken in their absence based on the evidence provided, or the grievance may be treated as being withdrawn.

2.10 - The investigating manager hearing the grievance will consider all the matters raised at the meeting and any evidence gathered as part of their investigation and will respond in writing to the employee within 10 working days of the meeting. Copies of the decision will be confidentially sent to all the parties involved, excluding witnesses. The outcome letter will confirm:

- A. The outcome of the grievance including rationale;
- B. Any recommended actions Humanity First intends to take upon completion of the grievance; and



C. The employee's right to appeal the decision.

If the grievance relates to another employee, that employee will also be informed of the grievance outcome and of any actions relating to them.

### **Stage 3 – Right of Appeal**

3.1 The employee has the right to appeal against the decision made at Stage 2 in the following circumstances:

- A. If they believe there has been procedural errors or evidence of bias at any stage of the procedure that has made the process unfair and impacted the outcome.
- B. If there is any new evidence that has come to light since the grievance meeting that they believe would have had an impact on the outcome.

3.2 Any such appeal must be submitted in writing, setting out the full grounds, to the Head of Human Resources/Chairman within 5 working days of receipt of the written outcome. Human Resources will review the appeal to determine if the appeals meet the grounds outlined under 3.1.

3.3 An appeal manager will be appointed who has had no prior involvement with the case and will be senior to the manager who heard the grievance at Stage 2.

3.4 - The appeal manager will receive the original grievance, outcome letter and appeal letter. The employee will be invited to an appeal hearing and has the right to be accompanied. At the hearing the employee will explain the reasons for their appeal and should supply the appeal manager with any new evidence that was not considered at Stage 2 at least 2 working days prior to the hearing. The appointed manager at Stage 2 will be invited to the appeal hearing to present their rationale for the decision.

3.5 Humanity First will endeavour to hold the appeal hearing within 10 working days of receipt of the appeal however the appeal manager may wish to carry out further investigation which may mean delay. If this is the case the employee will be consulted with regarding the date of the hearing.

3.6 - Following the meeting, the manager is required to notify an answer in writing, within 10 working days of the appeal hearing, to the employee and, if applicable, to the representative. The decision following the appeal is final and there will be no further internal right of appeal.



## Support

Humanity First recognises that a formal grievance procedure can be a stressful and upsetting experience for all parties involved. Everyone involved in the process will ensure that the meetings are a supportive environment and that all parties are communicated with professionalism and respect. Humanity First is fully committed to providing support and assistance for employees taking part in this process.

*\*Notes: Human Resources/appropriate manager/Board of Trustees' representative/Chairman.*

*\*Staff/employee refers to paid and volunteer staff.*



## DECLARATION BY BOARD / STAFF / VOLUNTEERS

I, the undersigned would like to confirm and state that I have read and understood the above policy. I will make every effort to apply the policy, where applicable within the organisation and/ or where relevant outside the UK. (The signed declaration will be kept by HR team for official records)

**Name:** Dr Aziz Hafiz

**Designation:** HFUK Chairman

**Dated:** 22<sup>nd</sup> January 2025 **Place:** United Kingdom

Humanity First UK, is a UK registered charity (Reg No 1188494), having its main office at Unit 27, Red Lion Business Park, Surbiton, KT6 7QD.

We would like to assure all our supporters, donors, clients, volunteers, professional networks/ individuals and staff that HF is committed to keeping your personal data safe in accordance with applicable laws in relation to Data Protection Act.