

Snap Care Policies & Procedures



Snap Care Grievance Procedure

Purpose

Snap Care Limited is committed to creating a respectful, supportive, and fair working environment where staff feel comfortable raising concerns or complaints without fear of victimisation. This Grievance Procedure provides a formal process for addressing issues related to employment, including working conditions, relationships with colleagues, management decisions, or treatment at work.

Policy Summary:

This procedure explains how employees can raise grievances and have them investigated and resolved fairly and promptly. It promotes open communication and encourages informal resolution wherever possible, while ensuring a structured and confidential approach when formal action is required.

Policy

This procedure applies to all employees of Snap Care Limited, including part-time, full-time, temporary, and agency staff. It does not apply to matters dealt with under separate procedures, such as disciplinary, safeguarding, or whistleblowing policies.

Principles

- Every employee has the right to raise a grievance and be heard
- Grievances will be treated seriously, fairly, and confidentially
- Informal resolution will be encouraged where appropriate
- No employee will suffer victimisation or disadvantage for raising a genuine grievance
- The right to be accompanied and to appeal is guaranteed

Types of Grievance Covered

Examples include (but are not limited to):

- Bullying or harassment
- Discrimination or unfair treatment
- Problems with pay or working hours
- Health and safety concerns
- Disagreements with colleagues or management
- Breach of employment terms or policies

**If you have any questions about this policy, please contact us on
020 7729 2200 or email info@snapcare.co.uk**

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Procedure

1. Informal Resolution (Stage 1)

- Employees should raise the issue informally with their line manager as soon as possible
- The manager will try to resolve the issue through discussion, clarification, or mediation
- Informal steps are encouraged but not mandatory

2. Formal Grievance (Stage 2)

If the issue is not resolved informally or is serious, the employee should submit a **written grievance** to their line manager (or another senior manager if the grievance involves their line manager), including:

- A clear statement of the issue
- Dates, names, and details of any incidents
- The outcome the employee is seeking

3. Grievance Hearing

- A hearing will be arranged promptly, usually within **5–10 working days** of receiving the grievance
- The employee has the right to be accompanied by a colleague or trade union representative
- The hearing will be conducted by a neutral manager
- The manager may adjourn the meeting to gather additional evidence or speak to witnesses if needed

4. Outcome

- The decision will be confirmed in writing, normally within **5 working days** of the hearing
- The response will detail any findings and any actions to be taken
- The employee will be informed of their right to appeal

5. Appeal (Stage 3)

- Appeals must be submitted in writing within **5 working days** of the grievance outcome
- The appeal should state the grounds (e.g., flawed process, new evidence, unfair outcome)
- A more senior or independent manager will conduct the appeal hearing
- The appeal outcome will be confirmed in writing and is final

Record Keeping and Confidentiality

- All grievance records will be kept confidential and stored securely in line with data protection policies
- Information will only be shared on a need-to-know basis

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- Anonymous grievances will be considered, though investigation may be limited

Victimisation or Retaliation

Snap Care operates a zero-tolerance approach to victimisation of any employee who raises or supports a grievance in good faith. Disciplinary action may be taken against anyone found to be retaliating.

Monitoring and Review

- This procedure will be reviewed annually or in line with changes in law or best practice
- Trends from grievance data will be analysed to inform improvements in policies and culture.

This policy applies to the following people in our organisation	All employed staff members: <ul style="list-style-type: none">• Senior team• Care workers
Policy Date	28/03/2025
Due for Review	28/03/2025
Who has or can give authority to change policy	Registered Manager
Where is this policy kept	On the company's shared drive and the company's website

Date	Reviewer	Version	Date for Next Review

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