



Dispute Resolution Procedure

1. Informal process

It may be possible to resolve your a dispute informally, through open communication with your manager. If appropriate, speak to your manager without delay and try to find a solution together as mediation is the first port of call. The five step process is informal action, investigation, grievance meeting, decision, and appeal.

2 Formal process

If you feel that the dispute is too serious to discuss informally, put your grievance in writing to your line manager. The five step process is, mediation/informal action, investigation, dispute meeting, decision, and appeal. If your grievance is about your manager, or, if there is some reason you do not want to raise it with them, put your dispute in writing to your head of department.

Specific detail should contain:

- Person you have a dispute/problem with
- Describe your dispute/problem
- Give details of what you would like Starpic Project to do in order to resolve this dispute/problem.

On receipt of the written dispute, your line manager (or head of department) will share it with the line manager of the trustee board. Starpic Project will write to you within seven day/s to confirm that your dispute has been received and to let you know what will happen next.

2.1 Dispute meeting

The next step is to invite you to a meeting to discuss your dispute. We will normally meet with you within five days of receiving your written dispute. A Head of Department or more senior manager will hear your dispute. Starpic Project will advise on the process and take a note of the meeting.

You can bring a current work colleague or a trade union representative with you to this meeting. The meeting is an opportunity to explain your dispute and how you think we can resolve it. We ask that you make every effort to join this meeting in person.

A note of the meeting will be taken, summarising what was discussed, and a copy will be shared with you. A copy of the notes will be stored by Starpic Project. If further investigation is necessary, for example if we need to interview other members of staff, we will adjourn the meeting. We will let you know within five working days of meeting with you what the next steps are. The next steps may include an outcome letter, or further investigation.

2.2 Outcome

If possible, we will let you know the outcome of your dispute within five working days. We will let you know in writing, and you can appeal against the decision if you do not agree with it.

It may take longer than five days to make our decision. In this case we will keep you informed about the revised timescales. It may not be appropriate to share with you in full detail the outcome of your dispute. For example, if your dispute involves another member of staff, it may not be appropriate to share with you the details of any decision regarding other members of staff.



2.3 Further investigation - dispute investigation

If the action or behaviour of another member of staff is the cause of your dispute, it will be necessary to investigate the action/behaviour. If it is necessary to interview other members of staff, we will follow the ACAS Code of Practice for disciplinary and dispute procedures, and the ACAS guide to conducting

workplace investigations. An investigating officer and terms of reference for the investigation will be agreed. Staff can be accompanied by a current colleague or trade union representative at any meeting called under this procedure and will be given advance notice of investigation meetings (five days where possible).

3 Appeals

If you are not happy with our decision, you can appeal in writing within five days of receipt of the decision. Your appeal must explain why you are appealing the decision. Your reason for appeal can include that you have new information that was not included in your original grievance.

We will invite you to an appeal meeting, usually within five days of you lodging your appeal. Wherever possible, the appeal meeting will be heard by a different manager. You may be accompanied by a trade union representative or work colleague. Our final decision will be sent to you in writing. We try to do this within five days of the appeal hearing. You do not have any further right to appeal against our decision.

4 Further information

4.1 Dispute involving senior managers

If the subject of the dispute is your head of department or a more senior member of staff, send your written dispute directly to the trustee board member who in consultation with another member of the board will decide who will hear the dispute.

4.2 Protection against detriment

Nothing in this procedure is intended to prevent you from raising a concern you have. If you raise a genuine concern under this procedure, you will not be subject to any detrimental or less favourable treatment as a result.

The above protection does not apply to claims that are found to be vexatious or malicious i.e. claims made with the intention to harass or harm.

4.3 Extending timescales under the procedure:

The timescales outlined in this procedure will be followed whenever this is reasonably practicable. There may be extenuating circumstances that are outside of either parties' control, which result in the timescales being extended.

We will advise you as soon as possible if it is not reasonably practicable to follow the stated timescales, and revised timelines will be agreed.