C11 Grievance Policy (Internal)

The BTOG Senior Executive Officer and BTOG Executive Assistant are employees of University Hospitals of Leicester NHS Trust (UHL) and therefore the UHL Staff Grievance and Disputes Policy and Procedure (reference A7/2004) applies to any grievance regarding their workplace or job role.

For this policy BTOG defines a grievance as any complaint, problem or concern of a BTOG Officer (staff, steering committee and board of trustees) regarding the conduct or behaviour of another BTOG Officer.

BTOG Officers should try to resolve less important issues informally before they resort to a formal grievance.

Those who file a grievance can:

- Report a grievance informally (verbally) or formally (in writing by email) explaining the situation in detail with the Chair of the Board of Trustees or the Chair of the Steering Committee (as appropriate). The appropriate Chair should try to resolve the problem and to resolve any grievance as quickly as possible.
- Refuse to attend formal meetings (e.g. mediation) on their own.
- Appeal on any formal decision.

Those who face allegation from a formal grievance (received in writing) have the right to:

- Receive a copy of the allegations against them.
- Respond to the allegations.
- Appeal on any formal decision.

BTOG is obliged to:

- Have a formal grievance procedure in place.
- Investigate all grievances promptly.
- Treat anyone who files grievances equally.
- Preserve confidentiality at any stage of the process.
- Resolve all grievances when possible and communicate the outcome to all parties.
- Deal with appeals by gathering more information and investigating further.
- Ensure the formal decision is adhered to.
- Keep accurate records.

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