



ChaseteamMalvern

All Saints – St Andrew's – St Mary's

Partnering with God in the flourishing of our communities

Staff Handbook

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Welcome

It's so exciting to have you joining the staff team and we're really excited by the opportunities to work with you, to see you obeying God's call on your life and to build closer friendship with you. We value our staff team very highly and want to support and release you in every way that we can. We believe passionately that people are valuable for who they are, not just what they do. It's our aim that the staff team is a group characterised by mutual love, honesty and deep relationships because these are heavenly qualities and they promote unity which God values highly.

The following handbook has a lot of information, lots of details which you need to know to enable us all to work harmoniously with mutual understanding. Please read it carefully and feel very free to ask questions if there are any parts you don't understand. As a document it's necessarily formal in order to be clear for everyone and create a simple framework for expectations and understanding. Alongside that formality is the huge value we place on loving one another.

And over all these things, put on love, which binds them all together in perfect unity.

(Colossians 3.14)

Welcome to the team, we're so glad to have you with us

This Staff Handbook should read in conjunction with your Contract of Employment; however your Contract of Employment always takes precedence.

Contact Information

The following information is church specific:

St Andrew's Church & Church Centre,
Churchdown Road,
Malvern,
Worcestershire WR14 3JX
Registered charity number 1128973

For further details please see our website: www.chaseteam.org or
Email: administrators@chaseteam.org or Tel. 01684 576582

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1. Organisation

The Chase Team is a Team or Benefice of three parishes: St Andrew's, Poolbrook, All Saints, Malvern Wells and Wyche and St Mary's, Pickersleigh serving south and east Malvern, in the Church of England and the Diocese of Worcester.

We are a vibrant, friendly and growing all-age Christian community that is seeking to live out Jesus' calling, in the power of the Spirit, in Malvern and beyond.

What we are primarily about, can be summed up in our mission statement:

Encountering Jesus in Worship, Prayer, Word and Spirit

Growing whole-life, life-long disciples of Jesus

Seeing lives transformed and communities flourish as we demonstrate and proclaim God's Kingdom

Staff Handbook

St Andrew's, All Saints and St Mary's are separate buildings, each with their own Parochial Church Council. However all are the responsibility of The Chase Team Rector and undertake a lot of activities in common, with the vision of being one church with three worshipping communities.

To this end both churches share most staff roles and have a shared office and administrators, have a common website, contact directory, weekly notice sheet, prayer chain and collective events.

The staff team are led by the Rector and staff members are line managed by the Rector. However some staff members are line managed within the team. Individual contracts of employment will state the line manager if not the Rector.

The staff team are supplemented by a number of volunteers who undertake key roles. Throughout this Staff Handbook, it is clear that a number of functions are the overall responsibility of the Rector. However the Rector can delegate these functions either on a case by case or on a regular basis as they see fit. If the Rector is not available for any reason (including holidays and illness) their responsibilities default to:

The Team Vicar.

The Operations Manager.

The Curate.

The Wardens of both Churches.

The Standing Committees of the three churches.

The PCCs of the three churches.

For contractual purposes any paid appointments (e.g. Youth Ministry Leader, Children and Families Ministry Leader or Administrator) are employed formally by St Andrew's, even though they have responsibilities in all three churches and the St Andrew's church centre. Any exception to this will be made clear in the Contract of Employment.

2. Staff Development

Our churches are committed to the development of every member of the staff team, in relationship with God and with the rest of the staff team.

Every staff member is entitled to the following development resources:

- Staff time together (normally on Monday lunchtime)
- Access to support and prayers for staff members and their families
- An annual appraisal

Should you need them, at the end of this Staff Handbook you will find three annexes:

- A. Employment Terms & Conditions
- B. Disciplinary Procedure
- C. Grievance Procedure

3. Confidentiality & Data Protection

In the course of your employment, you will have access to sensitive information about members of The Chase Team and the operations of the churches.

Do:

- Protect all sensitive and personal information.
- Ensure that you only give sensitive information to people who have the authority to receive it.
- Follow the guidelines about how to process personal data and financial data.

Do NOT:

- Deceive or mislead individuals as to the purposes for which personal data is being held or used.
- Disclose information to unauthorised people and organisations.
- Disclose information to anyone unless they need to know it.
- Discuss church matters with any member of the press (refer all enquiries to the Rector).

Please make sure that you read, understand and follow our data protection policy on our website.

Note: Inappropriate disclosure of information will be treated as a disciplinary matter.

4. Safeguarding

We are committed to safeguarding all. Nevertheless the care of the children, young people and vulnerable adults within our church community is an area of particular focus.

To support this commitment each PCC has a clear Policy on Safeguarding (see our website or church noticeboards for details) which are reviewed annually, including checking that all our procedures and activities involving children and vulnerable adults are up to date and that all the necessary Disclosure and Barring Checks and training is in place.

St Andrew's and All Saints have a joint Safeguarding Officer. Contact e-mail:

safeguarding@standrewsandallsaints.org

St Mary's Safeguarding Officer can be reached at SaferStMarys@gmail.com

The Safeguarding Team have developed a number of local procedures. These have been approved by the Parochial Church Councils of both churches and are available on our website.

5. Financial Procedures

All the Chase Team Churches are governed by Charity Law. Most joint employments are made through St Andrew's and the following is therefore applicable to all paid roles:

St Andrew's is committed to integrity, openness and transparency in all its financial dealings. Their policy sets out the way we will deal with all the money that God entrusts us to steward, and the way we will conduct our relationships with the people who give and receive it.

The PCC is the body with authority over all St Andrew's finances, however some executive authority is delegated to the Standing Committee. The Treasurer has day-to-day responsibility for financial matters. Regular management accounts are produced and the accounts are audited annually by external auditors.

St Andrew's has a common approach for re-claiming and authorising items bought on behalf of the church. Full details are available on our website.

6. Expenses

You can reclaim reasonable expenses during your employment in accordance with our current travel and subsistence arrangements and our expenses policy. To avoid any confusion and your being exposed, all expenses should have the prior approval of your line manager.

For full time members of staff our current expenses policy is:

Mileage. 45p per mile for business directly on behalf of the churches or approved by your line manager as being necessary.

Books. Up to £50 to spend on books for personal use per year.

Training & Development. Up to £200 for training and development (including retreats) including subsistence per year.

IT equipment - requirements according to need, to be agreed with the Team Rector upfront.

Phone. The cost of a phone line (or mobile) for full time staff members.

All other expenses for ministry and similar to be taken out of agreed budgets.

Following receipt from you of any expenses claims, these will be authorised by your line manager and then normally be paid straight into your bank account.

7. Budget

The annual budget for each church is prepared by the Treasurers in the autumn of the preceding year, and runs January to December.

Staff should submit their budget proposals with written rationale by the required dates. If help is required in setting budgets, staff should make appointments with the relevant Treasurer prior to this date. Each Treasurer compiles the overall budget proposal and presents this to the final PCC of the calendar year for approval.

Each church's annual budget is a faith-based budget. Application for further funding during the year can be made via the Rector or Treasurer who will approach the relevant Standing Committee or PCC as appropriate.

8. Salaries

Staff salaries are normally paid monthly, in arrears, by credit transfer into your bank or building society account. Payment will normally be made on the last day of each month (or the nearest working day).

9. Equal Opportunities

We believe that all people are created equal in the sight of God and that all people should therefore be treated equally.

The Chase Team is committed to treating all its employees and job applicants equally. No employee or potential employee shall receive less favourable treatment or consideration on the grounds of (but not limited to) race, colour, nationality, ethnic or national origin, sex, sexuality, marital status, disability or age or will be disadvantaged by any conditions of employment or the Church's requirements that cannot be justified as necessary on operational grounds.

Every staff member is instructed that:-

There should be no discrimination on account of race, colour, class, nationality, ethnic or national origin, sex, sexuality marital or family status or disability.

The Chase Team will appoint, train, develop and promote on the basis of merit and ability.

All employees have personal responsibility for the practical application of the Church's equal opportunities policy. This includes maintaining acceptable standards of personal behaviour towards colleagues and church members alike. Special responsibility for the practical application of the Church's equal opportunities policy falls upon clergy and managers involved in the recruitment, selection, promotion and training of employees.

The Church's grievance procedure is available to any employee who believes that he or she may have been unfairly discriminated against.

Disciplinary action will be taken against any employee who is found to have committed an act of unlawful discrimination. Serious breaches of the equal opportunities policy will be treated as gross misconduct, as will sexual or racial harassment.

In the case of any doubt or concern about the application of the equal opportunities policy in any particular instance, any member of staff should consult the Rector.

10. Visitors (e.g. at the door)

These guidelines are intended to ensure two things:

- that visitors to our churches are treated properly
- that the staff team are safe in their place of work

For St Andrew's, please also see our Lone Working policy available on our website.

a. General principles

- a. When answering the door to someone, give them your full attention
- b. If you let someone into the building, you are responsible for that visitor until either they leave or are passed on to another staff member.
- c. NEVER give money to anyone who arrives at the door.
- d. NEVER open the door if you feel it would be unsafe to do so.

b. Office visitor

When someone arrives for a meeting:

- a. Welcome them in
- b. Ask them who they are here to meet
- c. Invite them to wait in the foyer/office/church (don't send them straight through unless the staff member has asked you to)
- d. Inform the staff member (if the staff member cannot see them immediately) let them know how long they are likely to be waiting / show them through (unless you cannot afford the time) offer them a drink

c. General enquiries (e.g. marriage banns, course details, interest in building)

- a. Welcome them in
- b. Discover the purpose of their visit
- c. Introduce them to one of the administrators, or to the specific member of staff who might help them.

11. IT Related

There are numerous aspects to good and appropriate use of IT equipment at our churches and you should always endeavour to adopt good practice. These include (but are not limited to):

- a. All staff are responsible for looking after all IT equipment (e.g. laptops, projectors, discs and printers) and using them correctly and appropriately at all times. All staff are responsible for ensuring that all their data (and sometimes systems) are appropriately backed up, ideally with a secure off-site copy.
- b. Users are to ensure their computers are fully shut down and turned off at the end of the day; and locked or shut down when left unattended for any significant period of time.
- c. We deal regularly with sensitive information and staff and volunteers are required to maintain high professional and ethical standards in respect of that information. All staff must read, understand and follow our data protection policy which is available on our website. We need to ensure that we securely hold and process personal information and communicate with church members and other related parties only in ways which has their consent, and which is in line with UK laws on data protection.
- d. All staff must use strong passwords whenever possible and appropriately protect them.
- e. Appropriate security software (including anti-virus software) should be used and run whenever possible.
- f. WiFi access to the internet is available at St Andrew's. All staff should ensure that they are familiar with the rules governing use of the WiFi (posted on the main noticeboard) and fully adhere to them. The misuse of these facilities can be treated as a disciplinary matter.
- g. Email and the Internet are business systems. We treat all messages, either business or personal that have been sent, received or stored by these systems as business messages unless they are clearly marked 'personal' or 'private'.

- h. In order to ensure compliance with these good standards and for security or other legitimate business reasons, we may monitor, intercept, access, review, log, copy or delete any systems access and / or messages. These reasons include:
 - Enforcing our rules and standards.
 - Quality control and performance monitoring
 - Investigation and detection of misconduct, including harassment or discrimination
 - Protecting our churches from liability for defamation.
 - Fully adhering to the law.
- i. Personal information may therefore be monitored, although this will only be done where necessary for the above purposes. It is a condition of employment that all staff consent to the examination of their use and content of our IT systems as required.
- j. The email system and access to the internet is provided to assist everyone in carrying out their business duties. It is recognised that our IT systems will be used from time to time for private use. However, staff must keep their private use to sensible limits, avoid wasting the organisation's time and money on private emails, and ensure that such private use does not impinge on the performance of their duties.
- k. Networked printing facilities are available at St Andrew's. Staff should ensure that they use these in the most cost effective manner and ensure that printers are switched off after use.
- l. The misuse of any of our IT systems will be treated as a disciplinary matter.

12. Telephone Use

Whilst it is acknowledged that staff may sometimes need to make personal telephone calls during office hours, these should be kept to a sensible level.

If a member of staff by necessity needs to make a personal call that would normally be considered excessive (for example for a long period of time or to an overseas number) they should agree it first with their line manager. They may be requested to reimburse the cost of the call.

We reserve the right to block access to certain telephone numbers should the need arise. This may include (but not be limited to) 118, 0870 or premium rate numbers.

With regard to personal mobile phones, employees are reminded that when working in an open plan environment, loud or intrusive ring tones and message alerts can be disruptive to other colleagues. Staff may request that an individual switches off their mobile if it interferes with the ability of others to carry out their duties. Similarly, it may be appropriate for mobile phone users to remove themselves for the duration of their calls.

Mobile phones are to be muted (or ideally switched off) during staff meetings, services, etc.

13. Health & Safety

It is the intention of the PCC at each church to comply with all Health & Safety legislation and to act positively where it can reasonably do so to prevent injury, ill health or any danger arising from its activities and operations.

The Chase Team Health and Safety policy, so far as is reasonably practicable, is to:

- a. Provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, casual labour and voluntary helpers, and to provide such information, training and supervision as they need for this purpose.
- b. Ensure the health, safety and welfare of all members of the congregation, contractors, visitors and others who may visit the church, hall, associated rooms and grounds.

The primary responsibilities for all health and safety matters reside with the Rector, Church Wardens and Operations Manager. They will take all reasonable steps to ensure full compliance with the policy.

Users, employees, hirers, contractors and visitors are all expected to recognise that there is a duty on them to comply with this policy, with the health and safety responsibilities and rules, the hiring agreement and with safety notices on the premises and to accept responsibility to do everything they can to prevent injury to themselves or others.

For details of the Health & Safety responsibilities and rules, please see the main notice boards in either church.

All staff should ensure they are acquainted with (at all locations):

- a. The location of the fire extinguishers, alarms and the assembly point in case of fire.
- b. The location of first aid boxes and accident books.
- c. The security (inc. locking and unlocking) arrangements for each church (including relevant key holders).
- d. The location of cleaning equipment and materials in case of any minor incidents.
- e. The arrangements for refreshments and kitchens (inc cleaning and food hygiene).
- f. The arrangements for the disposal of recycling and refuse.
- g. The safe car parking arrangements and recommendations for both churches.

14. Fire Safety Procedures

The following guidelines provide general advice and information, and set out some of the steps that we can take to help protect our churches from the possibility of fire damage. These guidelines are not exhaustive.

Common causes of fire:

Electricity: neglect and misuse of wiring and electrical appliances.

Refuse/rubbish: accumulating in work/storage areas.

Heaters: portable heaters can be knocked over, poorly sited or inadequately guarded. All heaters could overheat if obstructed.

Hazardous goods: including materials such as paints, adhesives or other chemicals.

Arson.

Specific hazards: lighted candles, flammable liquids, cookers, gas bottles, heated equipment etc.

General fire-safety principles:

Flammable materials such as matches, candles, oil etc. should be kept in a safe place.

Candles used in services or events should be extinguished immediately after use/at the end of the service.

Ensure that potential fire hazards are eliminated after using a room; cookers, urns and all unnecessary plugs and lights are turned off etc.

Minimize clutter.

All equipment should be used, maintained and serviced in accordance with the manufacturer's instructions.

The use of extension leads should be kept to a minimum and care should be taken that they are not overloaded.

All equipment not in use should be switched off.

Fire doors should never be wedged or held open with anything other than an Automatic Release Device that complies with the appropriate British Standard.

All routes leading to and beyond Fire Exits are to remain free of any obstacle or obstruction at all times.

As part of their employment, staff are expected to follow the above principles and encourage all volunteers and users of the building to do likewise.

A. Employment Terms & Conditions

The Chase Team believes in setting clear boundaries and expectations for members of the staff team. This document, which forms part of your legal contract of employment, sets out these boundaries and expectations for you. It should be read in conjunction with your Contract of Employment.

a. Standard of Behaviour

The PCCs expect a high standard of Christian behaviour from its staff: you are, for example, expected to perform your duties diligently and punctually; to behave to the public and your colleagues with civility and courtesy; and to present a neat appearance, avoiding extremes of dress. If in any doubt about these standards please consult your line manager and seek guidance.

b. Payment of Salary

Your salary during the term of your employment with the PCC is stated in your Contract of Employment, which also includes your normal hours of work.

c. Holidays and other leave of absence

Your leave entitlement during the term of your contract is stated in your Contract of Employment. Any leave outstanding at the end of the calendar year is forfeited. Leave may normally be taken on the dates for which you ask but there may be times when this is not possible. Employees who leave during a holiday year shall be entitled to a proportion of a full year's holiday entitlement calculated on a pro-rata basis.

Leave should be arranged with your line manager, and dates submitted to the Rector / Administrators for inclusion in the staff planning diary.

Details of Time off for Dependents, Marriage and Parental leave should be discussed with the Rector / your line manager. Maternity and Paternity leave are in line with statutory requirements.

At the discretion of the Rector additional leave may, in exceptional circumstances, be granted for family sickness, family bereavement, domestic emergencies/time required off for dependants for attendance at court as a witness and for jury service.

d. Absence due to illness or injury

If you cannot come to work, you must ensure you telephone your line manager and the Administrators as soon as possible on the day with an explanation of the cause of your absence.

Your Contract of Employment states the exact details.

e. Safety

The Chase Team accepts its duty and responsibility to ensure in so far as is reasonably practicable to ensure the health and safety at work of all its employees and of other persons who may visit or use its premises. Please familiarise yourself with the Health & Safety policies and responsibilities for each church and ensure you follow them.

f. Injury

Any accident, however slight, which occurs during working hours, must be reported without delay to the Rector, who may arrange for a report to be forwarded to the PCC or Department of Social Security, if necessary. Any accident should be entered into the relevant church accident book. Accident books are kept in each church's buildings.

Incident recording is the responsibility of the afflicted, unless he/she is incapable of doing so.

g. Appraisal

During your period of employment with the PCC your standard of performance will be formally assessed annually in addition to other more frequent informal discussions or meetings. This assessment will be discussed with you.

h. Confidentiality

Any sensitive information you acquire in the course of your work which concerns any members of this or any other congregation, or any other persons with whom the PCC has dealings, must be treated in the strictest confidence. Contravention of this requirement may render you liable to disciplinary action, and could lead to immediate dismissal.

Please ensure you read, understand and follow our data protection policy which is available on our website.

j. Disclosure of Personal Interests

If, as part of your duties with the PCC, you are called upon to deal with any matter in which you may have a beneficial interest, you should immediately disclose your interest to the Rector.

k. Financial Difficulties

It is clearly in the interests of everyone to manage their financial affairs sensibly and responsibly, but despite such careful management, it is possible for unpredictable circumstances to arise which can cause financial difficulty. If such circumstances were to arise in your own affairs you should be aware that you may approach the Rector / your line manager in confidence. It follows that it is important for you, as a member of staff, to be especially careful and responsible in the conduct of your financial affairs, since irresponsible conduct cannot be overlooked and may render you liable to disciplinary action.

l. Other Employment / Authorship

No previous employment is to be treated as continuous with this employment. The PCC will not actively oppose you taking up additional employment unless it is considered to be either detrimental to, or in conflict with, the interests of the PCC, or likely to affect the standard of your work.

Your position on the staff, the Church branding, etc. should not be used in connection with paid work or voluntary service outside the terms of your work for the PCC, unless by agreement with the Rector.

If you are considering authorship/publication of material which could in any way be connected with your work for the PCC but which is not commissioned by the PCC, you should inform the Rector. It should be noted that the publication of any information of a confidential nature may lead to the consequences referred to in the Confidentiality and Data Protection Policy.

m. Change of Personal Circumstances

It is important that you inform the Rector and the Administrators immediately of any change in your personal circumstances, especially a change of home address and postal code and/or telephone numbers.

n. Public Duties

The PCC would not wish to stand in the way of any member of staff wishing to take an active part in local public affairs. Those who do, however, are expected to exercise

discretion whenever such an engagement might involve them in political controversy or conflict with their duties to the PCC.

o. Disciplinary

You should note that any breach of the terms and conditions of service on which you are employed or any conduct considered by the Rector or the PCC to be unsatisfactory or prejudicial to the PCC's interests may render you liable to disciplinary action. For more details, see the Disciplinary Procedures.

p. Grievance Procedure

Should you feel dissatisfied at any time with your treatment by the Rector or PCC, the process set out in the Grievance Procedure will enable you to raise your grievance in the appropriate quarter.

q. Terms and Conditions review

Terms and Conditions and policies are reviewed from time to time to reflect appropriate practices and our employees and new employment regulations. We reserve the right to modify or terminate any of the terms subject to employees contractual rights.

r. Time off in Lieu

Both churches recognise that it is sometimes necessary for staff to work over and above their contracted hours in order to fulfil their responsibilities. This is most obviously the case for the pastoral staff, but can also be the case for the support team during conferences and other busy times.

For everyone on staff, some additional working hours are inevitable because of the nature of church life and it is not possible to give time off in lieu (TOIL) for every extra hour worked. However, the PCCs do appreciate that beyond a certain number of hours, it is not possible to sustain a high quality of work, without some compensatory time off. For these reasons, we operate a time off in lieu policy (TOIL) on an informal basis as agreed with your line manager.

B. Disciplinary Procedure

a. Purpose and Scope

These procedures apply to all employees. They are designed to help encourage you to achieve and maintain our standards of conduct, attendance and job performance.

b. Informal Warnings / Shortening of Procedures

Prior to invoking the formal disciplinary procedures, it is expected that your line manager will normally have given you an informal warning or warnings. However, we reserve the right to invoke any stage of the disciplinary procedures according to the seriousness of your unsatisfactory conduct, attendance or performance.

c. Operation of the Formal Procedures

There are four stages as follows:

Stage 1 – Formal Verbal Warning

If your conduct, attendance or performance is unsatisfactory, you will normally receive a formal oral warning. You will be advised of the reason for the warning, the improvement required and the timescale. You will also be advised that if there is no improvement or if a further offence occurs or if other aspects of your conduct, attendance or performance are unsatisfactory, then further disciplinary action may be taken.

A warning will normally remain current for six months but the period may be longer or shorter depending on the circumstances, after which it will be spent subject to satisfactory performance, attendance and conduct. You will receive a note confirming the oral warning in writing and a copy will be placed on your personal file.

Stage 2 – Written Warning

You will receive a first written warning if there has not been a sustained improvement in your conduct, attendance or performance; or other aspects of your conduct, attendance or performance are unsatisfactory; or for certain offences which are too serious for an oral warning. You will also be advised that if there is no improvement or if a further offence occurs then further disciplinary action may be taken.

You will be given a copy of the written warning and a copy will be placed on your personal file. You will be given details of how long the warning will remain current (normally six months but the period may be longer), after which it will be spent subject to satisfactory performance, attendance and conduct.

Stage 3 – Final Written warning

You will receive a final written warning if there has not been a sustained improvement in your conduct, attendance or performance; or other aspects of your conduct, attendance or performance are unsatisfactory; or for certain offences which are too serious for an oral or first written warning. You will also be advised that if there is no improvement or if a further offence occurs then further disciplinary action may be taken.

You will be given a copy of the written warning and a copy will be placed on your personal file. You will be given details of how long the warning will remain current (normally twelve months but the period may be longer), after which it will be spent subject to satisfactory performance, attendance and conduct.

Stage 4 – DisciplinaryHearing

If your conduct, attendance or performance remain unsatisfactory in any respect or a further act of misconduct occurs, it may be decided that further disciplinary action is necessary. This may take the form of dismissal with or without notice, demotion and / or reduction in pay, transfer to other duties, disciplinary suspension without pay or loss of seniority. To take such action, a Disciplinary Hearing will generally be arranged for the case to be heard.

d. DisciplinaryHearing

If a disciplinary hearing is called you will receive an invitation to attend. This will normally be done verbally in a meeting with your line manager, but always supported by a letter which will include the time and date, detail the reason for the hearing, a summary of evidence, plus any information to assist you in preparing and attending the hearing.

The aim of a hearing is for both parties to present and respond to a disciplinary issue.

The hearing will generally be heard by the Rector / line manager who may be accompanied by a member of the PCC. Once both sides have had the opportunity to present their case then the person hearing the case will decide the course of action. At this point you will have the right of appeal (see later)

e. Communication

Prior to any meeting under the formal disciplinary procedures, you will be given a letter setting out the reasons for the meeting and the time / place of the meeting. A written record of the meeting will be made and you will be given an opportunity to comment on it before it is finalised.

f. Reviews

You are likely to be subject to regular reviews throughout the life of the warning, as well as beyond, and further disciplinary action may be taken if there is no sustained improvement.

g. Staff on Probation

As soon as it becomes clear that your suitability for continued employment is in doubt (whether in the light of your standard of performance, which will be assessed regularly, or for some other reason) you will be interviewed by your line manager / Rector and told exactly where you are falling short of what is expected of you. The interview will include a Final Warning. Any pay increase that would otherwise be due will be withheld. If you still do not meet and consistently maintain the standards expected of you within an appropriate period, then you will be dismissed.

h. Rights to be accompanied

At any formal disciplinary hearing, you will have the opportunity to state your case. You will also, within reason, have the right to be accompanied by a colleague of your choice.

We will accept any reasonable choice of companion. However, as the ACAS Code on Disciplinary Procedures points out, you should bear in mind that it would not be appropriate to insist on being accompanied by a colleague whose presence would prejudice the hearing or who might have a conflict of interest.

It is worth noting that the person accompanying you is not there to represent you but there to support and to witness proceedings.

i. Right of Appeal

You will be reminded, at the time of notification of any disciplinary decision, that you have the right of appeal. Any appeal must be requested within ten working days of the decision and in writing. You will be told at the time to whom notice of appeal should be given, and reminded that his / her decision will be final.

j. Pay Increases and Bonuses

If you are subject to an unspent warning under these disciplinary procedures, you will not normally receive any pay increase or bonus which would otherwise have been awarded. Any later decision to award some form of compensation for loss of any pay increase remains entirely at the discretion of the relevant PCC.

k. Gross Misconduct

If the PCC is satisfied that you have committed gross misconduct you will normally be summarily dismissed without notice, pay in lieu of notice or any other compensation.

The following are examples of what would normally be considered to be gross misconduct and could lead to summary dismissal. The list is not exhaustive:

Wilful damage to property within the churches.

Any form of dishonesty, including but not limited to fraud, theft, concealment of information from management, and deliberate falsification of records.

Physical assault or intimidation of colleagues.

Actions which are likely to bring the reputation of the churches into disrepute.

Prolonged unauthorised or unexplained absence.

Failure to meet the required standards of conduct specified in a final written warning.

Charges relating to or conviction of a criminal offence which in our judgement make you unsuitable for continued employment with the churches.

Serious breach of any of our policies, procedures or rules.

C. Grievance Procedure

a. Introduction

Grievances are raised by individuals who want to bring to the employer's attention concerns or complaints about, for example, their working environment, terms and conditions or workplace relationships. This includes issues of sexual, racial or disability discrimination or harassment. A grievance procedure provides a mechanism for these to be dealt with fairly and speedily before they develop into major problems. Any complaint will be treated sensitively and employees will not be victimised as a consequence of raising a complaint. However, we will take seriously any malicious or unwarranted allegations and will take appropriate disciplinary action where necessary.

b. Informal action

Employees should aim to resolve most grievances informally with their line manager. This method normally enables problems to be resolved quickly. If a grievance cannot be settled informally, the employee should raise the grievance using the formal grievance procedure outlined below.

c. Formal action

Employees should raise the concern or complaint in writing with their line manager or the Rector in the first instance. If the concern or complaint is about their line manager, the employee should raise it with the Rector or one of the Wardens.

On receiving a formal written grievance, the line manager invites the employee to a meeting within 10 working days of receipt of the written grievance to discuss the concerns. He/she informs the employee that they have the right to be accompanied and should bring any relevant documents. The line manager asks the employee to explain the concern or complaint and asks how he/she thinks it should be settled. If the line manager needs to make further investigations, including speaking to witnesses, or needs additional advice, he/she should adjourn the meeting and reconvene at a later date or time.

The line manager/elder informs the employee of his/her decision in writing normally within five working days of the meeting. He/she lets the employee know that they can appeal against the decision if they are not satisfied with it.

d. Appeal

An employee may appeal against a decision made after a grievance meeting by writing to the Rector within five working days of receiving the letter detailing the outcome of the hearing. The employee sets out why he/she thinks the decision taken was wrong.

The Rector convenes a meeting within 10 working days of receipt of the letter and advises the employee of their right to be accompanied. The Rector reviews the concern or complaint made by the employee, the action requested by the employee and the reasons for the decision made by their line manager. The Rector may require clarification from the employee or line manager on certain points and may review any evidence arising from the investigations.

The Rector informs the employee of his decision in writing normally within five working days of hearing the appeal. The Rector makes clear to the employee that the appeal meeting is the final stage of the grievance procedure. If you disagree with the Rector's decision a note of what you disagree on will be made.

e. How to raise a grievance

You should put your complaint in writing:

Make clear that it is a formal complaint under this grievance procedure.

Give as much detail as possible about your complaint.

Sign and date your letter.

When appealing, state the reason why you disagree with the previous decision.

f. Representation

At any stage of the grievance procedure the employee may be accompanied at meetings by a colleague of their choice who may be a friend, another employee or a member of the PCC. The employee may confer with his/her companion during the course of the meeting and the friend/colleague may address the meeting but may not answer questions on the employee's behalf. The person conducting the meeting on behalf of the church may also be accompanied by a member of staff or the PCC.

g. Notes and Records

At each formal stage of the process, records will be kept detailing any evidence collected, interviews conducted and decisions made and the employee will be given a copy of these documents.



ChaseteamMalvern

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Staff Handbook