



Committee Approver	Operations Committee
Stakeholder Consultation	Joint Consultative Committee
Date Approved	October 2021
Classification	Policy
Title	Serious Complaint Against CEO Policy
Revision Date	August 2021
Revised by	HR/OD Manager
Next Revision Date	October 2024
Related Documents	Grievance Policy and Procedure; Code of Conduct; SHR Notifiable Events Regulatory Guidance
Location of Electronic Copy	F:\Live Policies\HR

## **1. Viewpoint's Values**

- Inspire with positive smiles and words;
- Say 'yes I can and I will';
- Celebrate age, experience and wisdom;
- Do according to our customers' wishes and ambitions;
- Treat people (everyone is a VIP) as we would a "loved one";
- Work hard, have fun and laugh;
- Stay courageous, creative and ahead of the game; and
- Work with those that share our values.

At Viewpoint our people make great things happen. We believe that Viewpoint staff provide a unique service and want our people to feel excited and engaged about working with us.

## **2. Policy Statement**

To ensure we provide a positive working environment for all, we have introduced this policy for those occasions when members of staff may wish to raise a concern, problem or complaint arising out of their employment against the CEO.

This policy supports the Scottish Housing Regulator (SHR) Guidance Note on Notifiable Events, and the procedure specifically relating to handling a serious complaint or grievance against the Chief Executive of an RSL.

## **3. Aim**

To ensure any complaints against the CEO are managed in a fair, consistent and reasonable manner.

## **4. Legislation/related policies**

Viewpoint's main grievance documents are the Grievance Policy and Procedures and the Code of Conduct. All documents, including SHR Notifiable Events Regulatory Guidance, will be read in conjunction with each other should addressing a grievance be considered or deemed necessary.

This Policy, Viewpoint's Grievance Policy and Procedure and Codes of Conduct are non-contractual documents i.e. not included in individual contracts of employment. Viewpoint may therefore amend any of these documents from time to time and vary any time limit as may be appropriate in the circumstances.

## **5. Scope**

This Policy and Procedure applies to all serious complaints or grievances against the Chief Executive.

## **6. Compliance & Support**

The Board, other staff members involved in managing a serious complaint against the Chief Executive and the Chief Executive are responsible for familiarising themselves with this policy, and the procedure which supports it, as well as the legal consequences of non - compliance. Staff will be required to comply with current legislation and related policies and procedures. Training will be provided to ensure that those responsible for managing the process are aware of the risks if legislation is not adhered to.

## **7. Equality Impact Assessment (EIA)**

No potential equalities issues have been identified in relation to the review of this policy, and consequently an EIA has not been completed.

## **8. Privacy Impact Assessment (PIA)**

No data protection implications have been identified in relation to the review of this policy, and consequently a PIA has not been completed.

## **9. Monitoring & Evaluation**

A copy of this Policy is available to all staff at F:\Live Policies\HR.

This policy is reviewed at least every three years, and the Joint Consultative Committee and the Operations Committee will be consulted as stakeholders.