



## GRIEVANCE PROCEDURE

## Purpose

The purpose of the grievance procedure is to provide an employee / volunteer / community member who considers that he or she has a grievance with an opportunity to have it examined quickly and effectively, and where a grievance is deemed to exist, to have it resolved, if possible, at the earliest practicable opportunity.

Most issues or grievances can be solved on an informal basis with the Director and employees, volunteers and community members should aim to settle their grievances in this way if possible. This procedure is designed to deal with those issues that need to be approached on a more formal basis.

This grievance procedure is entirely non-contractual and does not form part of an employee or volunteer's contract of employment / volunteer agreement.

## Procedure

If a grievance cannot be settled informally with the Director, the employee / volunteer / community member should raise it formally using the complaints form at the end of this policy. This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal grievance.

### Stage 1

In the event of the employee, volunteer or community member having a formal grievance relating to his or her employment or decision made by the Director, he or she should, in the first instance, put their grievance in writing, using the complaints form at the end of this policy and address it to the Director, making clear that they wish to raise a formal grievance under the terms of this procedure. Where the grievance is against the Director, the complaint should be addressed to the Chair of Trustees. This grievance procedure will not be invoked unless the employee, volunteer or community member raises their grievance in accordance with these requirements.

The Director or Chair of Trustees will then invite the employee, volunteer or community member to a grievance meeting to discuss the grievance and the employee, volunteer or community member has the right to be accompanied at this meeting by a trade union official, a trade union representative or another professional representative of their choice. The employee / volunteer / community member must make every effort to attend the meeting. At the meeting, the employee, volunteer or member of the community will be permitted to explain their grievance and how they think it should be resolved.

Following the meeting, the charity will endeavour to respond to the grievance as soon as possible and, in any case, within ten working days of the grievance meeting. If it is not possible to respond within this time period, the employee / volunteer / community member will be given an explanation for the delay and be told when a response can be expected. The employee / volunteer / community member will be informed in writing

of the charity's decision on the grievance and notified of their right to appeal against that decision if they are not satisfied with it.

## **Stage 2**

In the event that the employee / volunteer / community member feels his or her grievance has not been satisfactorily resolved, they may then appeal in writing to the Director or to the Chair of Trustees within fourteen working days of the grievance decision. The employee, volunteer or community member should also set out the grounds for their appeal.

On receipt of such a request, the Chair of Trustees (who again may not be the person to whom the appeal was addressed) shall make arrangements to hear the grievance at an appeal meeting and at this meeting the employee, volunteer or community member may again, if they wish, be accompanied by a trade union official, a trade union representative or another professional representative of their choice. The employee / volunteer / community member must make every effort to attend the appeal meeting.

Following the meeting, the Chair of Trustees will endeavour to respond to the grievance as soon as possible and, in any case, within fourteen working days of the appeal hearing. If it is not possible to respond within this time period, the employee, volunteer or community member will be given an explanation for the delay and be told when a response can be expected. The employee, volunteer or community member will be informed in writing of the charity's decision on their grievance appeal.

This is the final stage of the grievance procedure and the charity's decision shall be final.

## **Disciplinary issues for employees and volunteers**

If an employee or volunteer's complaint relates to his or her dissatisfaction with a disciplinary, performance review or dismissal decision, they should not invoke the Grievance Procedure but should instead appeal against that decision in accordance with the appeal procedure with which they will have been provided.

