



Grievance Procedure

Note: Where the terms “employee” or “employment” are used this refers equally to volunteers.

There may be occasions when you have a problem relating to your employment, which could have an adverse effect on your performance and attitude unless resolved. Should this situation arise, it is hoped that this can be resolved on an informal level between you and the person concerned. If the matter cannot be resolved in this way then you should follow the Organisation’s procedure below, which has been designed to settle grievances as quickly as possible.

1. All grievances will be dealt with as speedily as possible. At every stage the employee will have the opportunity to state their case, accompanied by a supporter of their choice.
2. If the grievance is with the employee’s line manager (or Team Leader or Service Manager or Social Work Manager), it shall be referred to the Management Committee.
3. The employee should raise the grievance in writing to the person to whom she/he normally reports. A meeting will be arranged to discuss the grievance as soon as possible, not less than 5 working days from when it was raised.
4. All requests for consideration under the grievance procedure must be in writing. Notes of discussions held will be made. A copy of these notes will be given to the parties concerned.
5. If you are dissatisfied with the outcome of the meeting you have the right to appeal in writing, to the Chair of the Management Committee.
6. If the matter is not resolved within 10 working days, it will be referred to the Management Committee who will call a meeting within 15 working days.
7. If no satisfactory conclusion is reached by this stage, the parties will consider whether conciliation or arbitration is appropriate. The organisation may refer the dispute to ACAS or another mediation agency, whose findings may, by mutual prior agreement, be binding on both parties.

This policy will be reviewed annually and updated if necessary.