

Grievance Policy (for Staff)

A grievance is a problem you have about another person or the organisation.

This policy is for staff.

We have a complaints policy for volunteers.

This policy is about how to sort out problems at work.

We want to sort things out as quickly as possible.

Step 1. Informal

If you have a problem, you should tell your manager.

We hope most problems can be sorted this way.

If this does not sort the problem, or if your problem is about your manager, go straight to Step 2.

Step 2. Formal

Write a letter to your manager about the problem.

If your problem is with your manager, write to the senior staff member.

If your problem is with the senior staff member, write to the Co-Chairs.

We will invite you to a meeting to talk about the problem.

The meeting will usually be held within 5 working days of getting your letter.

The meeting will be at a time and place that means it is reasonable for you to come.

You can bring another member of staff or a trade union representative with you.

Within 5 working days of the meeting, we will write to tell you what we have decided. We will tell you what to do if you are not happy with our decision.

Step 3. Appeal

If you are unhappy with our decision, you must write to the senior staff member and tell us you want to appeal. You should do this within 5 working days and explain why you disagree with our decision.

The Co-Chairs will hold an appeal meeting with you. You can bring a member of staff or a Trade Union representative with you to the appeal meeting.

Within 5 working days, the Co-Chairs will write to say what they decided.

The Co-Chairs's decision is final, and the Grievance Policy does not consider more appeals after step 3.