

## **Grievance Policy Statement**

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### **1.0 Grievance procedure**

#### **About this procedure**

This document sets out the steps we take when one of our employees or volunteers raises a grievance (complaint) about their work or colleagues.

It applies to all employees and covers volunteers and aims to ensure consistent and fair treatment for everyone in the organisation

### **2.0 Dealing with grievances informally**

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you.

### **3.0 Formal grievance**

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager, and you feel unable to approach him or her you should talk to another manager or a Trustee Board Member.

### **4.0 Grievance hearing**

Your manager will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting, the manager will give you a decision in writing, normally within 24 hours. If it is necessary to gather further information before making a decision, your manager will inform you of this and the likely timescale involved.

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### 5.0 Appeal

If you are unhappy with your manager's decision and you wish to appeal, you should let your manager know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a Trustee Board Member. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting, the manager or Trustee Board Member will give you a decision, normally within 24 hours. The relevant manager's decision is final.

	Name	Job Title & Department
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<b>Consulted for Comments</b>		Bright HR Trustee Board
<b>Approved by</b>	Tony Bovenkamp	Chair Board of Trustees
<b>Approval Date</b>	March 2024	

Version/Review No	Review Date	Individual Responsible for Policy Review	Individuals Responsible for Audit of Policy	Summary of Changes
V.1	February 2025	Trustee HR	Trustee Board	Explanatory paragraph about the procedure
	February 2027			