

Grievance Policy

Purpose:

We aim to create a positive and respectful place to work. If a staff member or volunteer has a concern or problem at work (a grievance), this policy explains how to raise it and how we will respond.

What Is a Grievance?

A grievance is when you are unhappy about something at work. This could include:

- The way you are treated
- Working conditions
- Problems with another staff member or volunteer
- Health and safety concerns

Step 1: Talk It Through (Informal Stage)

- Try to talk to the person involved (if you feel able to).
- You can also speak to your manager or supervisor.
- Many problems can be sorted out quickly with a conversation.

Step 2: Raise It Formally (Formal Stage)

If the issue is not resolved informally, you can:

- Put your grievance in writing
- Give it to your line manager or the person in charge

We will:

- Meet with you to talk about the issue
- Listen carefully and take your concerns seriously
- Aim to respond within 10 working days

You may bring a colleague or staff representative to the meeting if you wish.

Step 3: Appeal

If you are not happy with the outcome:

- You can appeal in writing within 5 working days
- A different manager or committee member will look at the case and meet with you

Their decision will be final.

Confidentiality:

We will handle all grievances fairly, respectfully, and as confidentially as possible.

Policy Approval

Approved by: N Gillard

Position: Director

Date: September 2026

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