

LOVE ME LOVE MY MIND

Grievance Procedure

1| Introduction

It is the Organisation's policy to ensure that employees with a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and as fairly as possible.

2| Principles

- Each step must be followed through without unreasonable delay.
- Both employer and employee must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case.
- Meetings will be at a reasonable time and location.
- All relevant information will be provided to both employer and employee in advance of any meeting under the procedure.
- The employee has the right to be accompanied by a colleague at the meetings at step 2 and step 3.
- The appeal meeting at step 3 will, where possible be chaired by a Trustee or manager more senior than the Trustee or manager who took the decision at step 2.
- If the employee or colleague is disabled, reasonable adjustments will be made to enable them to participate fully.
- Confidentiality will be maintained. Only those who need to know about the grievance will be informed.
- After the grievance and regardless of the outcome, both parties will endeavour to work together in a positive manner.

3| Informal Discussions

If you have a grievance about your employment you should discuss it informally with your line manager. It is hoped that the majority of concerns will be resolved at this stage.

4| Steps in the Grievance Procedure

Step 1 – written statement

If you feel that the matter has not been resolved through informal discussions, you should put your grievance in writing to your manager.

Step 2 – Meeting

Your manager will arrange to meet with you and will aim to give you a written response within 5 working days. If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 – Appeal

If you are not satisfied with the response, you may put your grievance in writing to the Chair of the Organisation's Trustees. The Chair will arrange to meet with you and will give you a response within 5 working days. If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 is the final stage of the procedure and there is no further right of appeal

AD 02 Dec 2009