



GRIEVANCE PROCEDURE

Dealing with grievances informally

If you have a grievance or complaint about your work or someone you work with you should start by speaking with Monica Thomas or Abigail Dezso wherever possible. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to Monica Thomas. You should keep to the facts and avoid language that is insulting or abusive. If your grievance is against your manager and you feel unable to approach them, you should raise it with trustee Abigail Dezso, Codie Cocksedge or Evie Lapworth.

Grievance hearing

Monica Thomas will call you to a meeting with 2 trustees, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague. After the meeting Monica Thomas will give you a decision in writing, usually within 24 hours. If Monica Thomas needs more information before making a decision, they will inform you of this and the timescale.

Appeal

If you are unhappy with the decision on your grievance you can raise an appeal. You should tell Monica Thomas. You will be invited to an appeal meeting, normally within 5 working days, with Monica Thomas and 2 trustees. You have the right to be accompanied by a colleague. After the meeting, the complaint and all details will go to the board of trustees to make the overall decision. Monica Thomas will give you a decision, usually within 5 days. The decision between all trustees and Monica Thomas is then final.