



The Percival Guildhouse

Grievance Policy

This policy does not form part of a worker's contract of employment with The Percival Guildhouse (PGH) and may be amended from time-to-time.

The process set out below provides a clear and transparent framework to deal with issues which may arise as part of working relationships.

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. It is hoped that the majority of concerns will be resolved at this stage. If you feel unable to discuss the matter informally, or if your concern has not been resolved satisfactorily through informal discussion, you should follow the grievance process set out below.

Process

Step	Description
Step 1 Written 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 keep to the facts and avoid language that is insulting or abusive. Where your grievance is against your manager and you feel unable to approach them you should write to the Chair of the Board of Trustees. (A grievance should normally be raised within three months of the issue having arisen or the incident having taken place. The organisation reserves the right not to deal with a grievance if it has not been raised in a timely manner).
Step 2 Investigation	Your manager or an appropriate person selected by the Chair of the Board of Trustees will investigate your grievance. It may be necessary to arrange an investigation meeting with you.
Step 3 Hearing	The Chair of the Board of Trustees or a trustee or manager selected by them, will lead the hearing meeting. You will be called 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/trustee who led the hearing will give you a decision in writing, normally within 24 hours.

Step	Description
<p>Step 4</p> <p>Appeal</p>	<p>If you are unhappy with the manager's decision you may appeal in writing to the Chair of the Board of Trustees within five working days of receiving the written response to your grievance. The basis for your appeal should be in the written response.</p> <p>You will be invited to an appeal meeting, normally within five working days. The Chair of the Board of Trustees will usually lead the appeal, however they may arrange for an appropriate trustee or manager to handle the appeal. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.</p> <p>A response will be provided in writing, normally within 24 hours of the meeting. The appeal decision is final.</p>