



## 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 an employee has a grievance or complaint to do with their work or the people they work with they should, wherever possible, start by talking it over with their manager. They may be able to agree a solution informally. It is hoped that the majority of concerns will be resolved at this stage.

If an employee has a grievance with a Trustee they should, in the first instance, raise this informally with the Centre Manager who will discuss it with the Chair of the Board of Trustees. If the subject of the grievance is the Chair, then the issue should be referred informally to the Trustee nominated to conduct staff appraisals or an Honorary Officer.

If a Trustee has a grievance with an employee they should raise this informally with the Centre Manager, except where the Centre Manager is the subject of the grievance in which case they should consult the Chair of the Board of Trustees. Where the Chair has the grievance, if the matter cannot be resolved person-to-person, the Chair should consult an Honorary Officer, in the first instance.

If those involved feel unable to discuss the matter informally, or if their concern has not been resolved satisfactorily through informal discussion, they should follow the grievance process set out below.

### Process

| Step                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>Step 1</b><br><br><b>Written Grievance</b> | <p>If the matter is serious and/or the person involved wishes to raise the matter formally they should set out the grievance in writing to their manager or person indicated above. They should keep to the facts and avoid language that is insulting or abusive.</p> <p>Where the grievance is against the manager and they feel unable to approach them they should write to the Chair of the Board of</p> |

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|                                       | 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).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Step 2</b><br><b>Investigation</b> | The manager or an appropriate person selected by the Chair of the Board of Trustees will investigate the grievance, except where the Chair is the subject in which case an alternative referee will be identified. It may be necessary to arrange an investigation meeting with the complainant.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Step 3</b><br><b>Hearing</b>       | <p>The Chair of the Board of Trustees or a trustee or manager selected by them, will lead the hearing meeting. They will be called to a meeting, normally within five days, to discuss the grievance. Employees have the right to be accompanied by a colleague or trade union representative at this meeting if they make a reasonable request. After the meeting the manager/trustee who led the hearing will give a decision in writing, normally within 24 hours.</p> <p><i>*The Complainant may request a postponement of the hearing date within two weeks of being notified of the date if, for whatever reason, they are not in a position to proceed. Every effort should be made in the first instance to agree to date suitable for all concerned.</i></p> |

| Step                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>Step 4</b><br><b>Appeal</b> | <p>If the complainant is unhappy with the decision they may appeal in writing to the Chair of the Board of Trustees (or person who led the hearing) within five working days of receiving the written response to their grievance. The basis for their appeal should be in the written response.</p> <p>They will be invited to an appeal meeting, normally within five working days. The Chair of the Board of Trustees (or other nominated individual) will usually lead the appeal however they may arrange for an appropriate trustee or manager to handle the appeal. An employee has 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> |