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## 13. Grievance Procedure for Employees and Volunteers

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### 1. General

- 1.1 The aim of this procedure is to ensure problems, complaints or concerns raised by Action 21 employees or volunteers are dealt with in a fair, timely and consistent manner.
- 1.2 Any grievance or complaint regarding their work or volunteering placement; working conditions; pay or benefits; working or volunteering hours; treatment by colleagues or other volunteers (including issues of harassment and bullying); concerns about Health & Safety; or any other issue affecting their employment or volunteering arrangements should be raised in line with this procedure.
- 1.3 A record of the grievance will be kept in the employee's or volunteer's personnel file. Copies of meeting notes will be provided to the employee or volunteer.

### 2. Informal Procedure

- 2.1 In the first instance a grievance or complaint should be discussed informally with either a member of staff or the General Manager in an endeavour to resolve the matter.
- 2.2 Where it is not possible to talk to either a member of staff or the General Manager, or the grievance concerns either a member of staff or the General Manager, the employee or volunteer should instead contact the Trustee responsible for Human Resources (HR).
- 2.3 A written record of the discussion will be made including any proposed action which will be kept on the employee's or volunteer's file.
- 2.4 If the grievance cannot be resolved or settled informally, the matter should be dealt with according to the formal grievance procedure.

### 3. Standard Formal Procedure

#### Stage 1 – Written Statement

- 3.1 The aggrieved employee or volunteer must first send a written statement detailing the nature of the alleged grievance to the General Manager unless it is the General Manager who is the subject of the Grievance in which case the written statement should be sent to the Trustee responsible for Human Resources (HR).

## **Stage 2 – Investigation and Decision**

- 3.2 The General Manager or Trustee will send a written acknowledgement of the grievance and invite the employee or volunteer to an initial meeting in order to discuss the issue. This first meeting should be within 10 working days from receipt of the grievance.
- 3.3 Either party may be accompanied by an individual of their choice at any meeting. A written note of the initial meeting and any further meetings must be made by the General Manager or Trustee and should be signed by both parties.
- 3.4 Following the initial meeting the General Manager or Trustee will conduct an investigation into the grievance in order to establish the facts. Following this investigation and within 10 working days the General Manager or Trustee shall convene a further meeting with the employee or volunteer in order to discuss the outcome of the investigation and any action that is to be taken.

## **Stage 3 - Appeal**

- 3.5 If the employee or volunteer feels that their grievance has not been satisfactorily resolved, they have the right to raise an appeal. The request for an appeal should be submitted to the General Manager or Trustee in writing within 10 working days of receiving confirmation of the outcome of the formal grievance procedure.
- 3.6 The General Manager or Trustee will arrange a meeting to discuss the appeal within 10 working days. The appeal meeting will be chaired by a Trustee and the decision shall be communicated to the employee or volunteer in writing within 10 working days. Decisions made at this point are final and the grievance procedure is concluded.

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