Downham Dementia

Registered Charity no. 1195466

(Hereinafter called the Charity)

**Grievance Policy and Procedure**

1. **Purpose and scope**

The purpose of a grievance procedure is to enable employees (including volunteers) to raise a work-related problem, concern, or complaint and to have the matter dealt with as quickly and as fairly as possible.

This procedure applies to all employees and volunteers. It does not form part of the terms and conditions of employment and the Charity may depart from it depending on the circumstances of the case.

1. **Informally raising a grievance**

Many work-place issues can be resolved quickly and easily by taking informal action. If it is not appropriate to raise your grievance informally, or your grievance has not been resolved to your satisfaction through informal action, you should use the formal grievance procedure.

1. **Formally raising a grievance**

**3.1 Stage 1**

You should put your grievance in writing, without unreasonable delay, and send it to your immediate manager or the Vice Chairman of the Charity. If your grievance involves the Vice Chairman then you should send your grievance to the Secretary of the Charity

The appropriate manager will arrange a meeting with you to discuss your grievance, normally within five working days of receiving your complaint. You will be given the opportunity to explain your grievance and how you think it should be resolved. The manager hearing your complaint will listen carefully to what you have to say and will discuss the matter thoroughly with you. Your complaint may need to be investigated further and you will be advised if this is the case.

After your grievance has been fully investigated, you will be notified in writing of the outcome and of any action to be taken to resolve your grievance. This response will normally be given to you in writing, within five working days of the meeting.

If it is anticipated that the response will take longer you will be informed of this and of the expected timescale.

You will also be informed of your right to appeal if you are dissatisfied with the outcome.

**3.2 Stage 2**

If you are dissatisfied with the handling of your grievance at Stage 1, you can appeal in writing to The Chairman of the Charity, sending a copy of your appeal letter to the Secretary

An appeal officer (where possible, but as a minimum by a member of the Management Committee with no previous involvement in the case) will be appointed to consider your appeal and, normally within five working days of receiving your appeal, will arrange a meeting with you to discuss your appeal. The appeal officer will listen carefully to what you have to say and will discuss the matter thoroughly with you. The appeal officer may want to investigate your complaint further and you will be advised if this is the case. After your appeal has been investigated, you will be advised, in writing of the outcome. This response will normally be given to you in writing, within five working days of the appeal meeting. If it is anticipated that the response will take longer you will be informed of this and of the expected timescale. You will have no further right of appeal.

During all stages of the formal grievance procedure, you will be provided with copies of notes as soon as they become available.

1. **Right to be accompanied**

You have a statutory right and should be accompanied by a work colleague, a trade union representative or any other person agreed by the Management Committee at formal grievance meetings, which concern a complaint about a duty that we owe to you. Please let the Secretary know who you wish to accompany you to the meeting.

1. **Ex-employee**

If you wish to raise a grievance after you have left the Charity, please forward it in writing to the Secretary of the Charity. The Charity is not obliged to investigate or respond to your grievance, but we may decide to do so if it is deemed appropriate.

 **6.Resolving complaints through the employment tribunal**

The Charity hopes that effective use of this procedure will negate the need for employees to seek external resolution for complaints by way of an employment tribunal claim.

However, the Charity also respects that employee may wish to exercise this right and, accordingly, employees are advised that a failure to follow this procedure beforehand could result in a reduction in any compensation awarded.

**7.Review**

This policy is due for review in February 2021 and annually thereafter.

This policy was reviewed on 20.07.2022



Signed

Joan Alfred, Chairman

20.07.22