



Maindee

Maindee Unlimited - UK Charity No: 1160272

Grievance Policy

1. Aim

The Aim of Maindee unlimited is to;

“To transform Maindee into a sustainable community with a strong local identity, strong local economy and a reputation as an attractive, safe, culturally vibrant and cohesive place to live, work and relax”.

2. Introduction

From time to time individuals, or groups of individuals, face problems in a work situation, which they need to resolve. This procedure sets out a mechanism for resolving such problems in a fair and prompt way. The procedure applies to all Maindee Unlimited employees, volunteers and service users and applies to the settling of differences relating to their employment or volunteering.

3. Principles

Maindee Unlimited expects and encourages employees, volunteers and managers to solve differences in a mutually acceptable way as quickly as possible and at the lowest possible level.

In some cases the person raising the issue may wish to remain anonymous. Volunteers and employees should feel confident to raise concerns in a confidential manner.

4. Procedure

4.1 Stage 1

Informal procedure

Should an employee or volunteer have an issue of concern, he / she should raise the matter informally with their immediate line manager. Where the grievance is with a line manager, then the person should approach a trustee to raise their concern. It is generally expected that the majority of problems will be resolved at this level. However, if the informal procedure fails to deal with the issue, then the formal procedure should be invoked. Where there is no obvious line manager they should raise the issue with a member of the Trustees.

4.2 Stage Two

Formal procedure

Where it proves impossible to reach a mutually agreeable solution to a grievance by informal means, the aggrieved should put their grievance in writing to their line manager. Where there is no obvious line manager they should put the grievance, in writing, to a member of the Trustees.

Stage Three

The line manager or trustee must invite the aggrieved to attend a meeting to discuss the grievance. They have the right to be accompanied by an employee representative or friend.

The meeting should be held within 7 days and at a time and place that is reasonable for the persons concerned.

The line manager or trustee, must investigate the grievance and give careful consideration the complaint and any evidence available before reaching a decision. They will inform the aggrieved of when the decision will be made.

After the meeting, the line manager will inform the aggrieved of their decision, in writing, within 7 working days of the meeting. The letter will also inform them of their right to appeal against the decision.

Stage Four

If the employee / volunteer is unhappy with the decision made after the grievance hearing, the employee / volunteer must inform the line manager / trustee who made the decision of their wish to appeal. They should provide, in writing, the reason why they are unhappy with Stage Three and their reason for requesting an appeal.

Arrangements will be made, as promptly as possible, for an appeal meeting to be conducted by another manager, preferable a manager more senior than the manager that held the grievance meeting, or in the case of a trustee, the chairman of the trustees. They should ensure that the grievance has been fully investigated. The

employee / volunteer will be reminded of their right to be accompanied at the appeal meeting.

After hearing the appeal, the relevant manager or chairman of trustees will inform the aggrieved of his / her decision in writing within 7 working days of the appeal meeting.

The decision of the appeal is final.

Whilst it is intended that the timescales set in the procedures will be adhered to, when this is not possible an extension may be mutually agreed.

It is hoped that particular differences will be treated with the urgency necessary to ensure that they impact as little as possible on the individual(s) and the efficient functioning of Maindee Unlimited.

To maintain good working relations where employees or volunteers and their managers are working to resolve their differences, it will generally be expected that both parties work normally.

Resolving our own differences in a positive and constructive manner is healthy for this organisation and in all circumstances we will actively seek to do this. However, in certain exceptional circumstances, and with mutual agreement, it will be possible to seek the help of outside bodies, for example, ACAS.

There maybe circumstances, such as a grievance made against senior members of the organisation, where it will be appropriate to ask an independent member(s) from a partner organisation to deal with the grievance.

Approved by:

Trustees

A handwritten signature in black ink, appearing to read 'D. Moses', is written in a cursive style.

David Moses, Chairperson, on behalf of Maindee Unlimited Trustees

April 2023

Review date April 2026.