

# **Staff Grievance Procedure**

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## **Staff Grievance Procedure**

### **Policy statement**

It is Huntingdonshire Volunteer Centre's policy to ensure that any employee with a complaint or grievance has access to a procedure, which can lead to a speedy resolution of the matter in a fair manner.

Most routine complaints and grievances are best resolved informally in discussion with your Manager.

Where the matter cannot be resolved informally, it will be dealt with under the following procedure, which complies with the statutory three-step grievance procedure.

For the purposes of this document 'the Employer' is a representative of the Management Committee.

### **The Standard Grievance Procedure**

#### **Step 1: Making a Grievance**

You must put your grievance in a written statement and send a copy to your Chairman. You should not communicate this matter with any other Management Committee members.

#### **Step 2: Formal Meeting**

The Chairman will invite you to attend a meeting, to discuss the grievance, within 10 working days of receiving the written statement. You must take all reasonable steps to attend the meeting. You have the right to be accompanied by a work colleague to the meeting. The Chairman will be accompanied by a note taker to record the points discussed. Normally, within 5 working days of the meeting, the Chairman will inform you, in writing, of the outcome of the grievance and explain your right to appeal if you are not satisfied with the decision. However, consideration will be given to adjourning the meeting if the Chairman feels it is necessary to carry out a detailed investigation. The Chairman will inform you when you might reasonably expect to receive a response if one cannot be made at the time.

#### **Step 3: Appeal if necessary**

You have the right to appeal if you wish to do so. You should inform the Chairman or Vice Chairman of Huntingdonshire Volunteer Centre of the grounds of the appeal, in writing, within 5 working days of receiving the outcome of the grievance.

You will then be invited to attend a meeting of the appeals committee. You have the right to be accompanied by a work colleague. You must take all reasonable steps to attend the meeting.

The appeal will be dealt with impartially and wherever possible by another Trustee, who has not been involved in the earlier stages. After the meeting, the Chairman will inform you, within 5 working days and in writing, of the outcome of the appeal.

## **The Modified Grievance Procedure**

The Modified Grievance Procedure will apply in relation to your grievance only if:

- you no longer work for the employer
- you have agreed with your employer in writing that it will apply
- you raised it before you left, but the standard procedure was not completed, or you did not raise it until after you left.

There are two steps within the Modified Grievance Procedure:

### **Step 1: The written statement of grievance**

You must put your grievance in a written statement and send a copy to the Chairman. You should not communicate this matter to other committee members.

### **Step 2: The written response**

The Chairman must write back to you, giving his response to the points you have raised, within 5 working days.

### **Principles Applicable to the Standard and Modified Grievance Procedure:**

1. Each step in the grievance procedure should be carried out without unreasonable delay. The times and locations of meetings should be reasonable.
2. Meetings must be conducted in a way that allows both parties to explain their case.
3. Records should be kept detailing the nature of the grievance raised, the employer's response, any action taken and the reasons for it. These records will remain confidential and kept no longer than necessary in accordance with the Data Protection Act 1998.
4. Copies of meeting records should be given to the employee including copies of any formal minutes that may have been taken. In certain circumstances (for example to protect a witness) the employer might withhold some information.
5. You have the right to be accompanied to the hearing by a work colleague
6. There are some cases in which the statutory procedure does not have to be followed or does not have to be followed in full, for example; where your grievance is about the fact the employer intends to dismiss you. In these cases, the employer will not necessarily follow the statutory procedures set out above.

*This policy was approved by the Trustees of Huntingdonshire Volunteer Centre*

Signed: *Mike Baker*

Chairman

Date: *5<sup>th</sup> August 2025*

Date of next Review: