



## GRASSROOTS Grievance Procedure

### 1. Introduction

- (A) The basis of the work of GRASSROOTS is involvement in building relationships and encouraging listening and learning across cultures and faiths to enable community development. There is thus a lower risk of formal complaints being necessary as the method of dialogue allows for differences to be shared and aired before reaching the stage of complaint.
- (B) However, the organisation is committed to ensuring openness to learning and continuous growth and therefore wishes to know if any offence or difficulty is caused by the actions, words or behaviour of trustees, employees and volunteers. If anyone feels that a trustee, employee or volunteer is responsible for any act of discrimination or abuse, they should go straight to Step 2.

### 2. General Principles

- (A) Where the grievance or dispute concerns an individual, he/she should be in attendance at any meeting if required by either party. Copies of any grievance statements or supporting documents will be given to both parties involved, and records of all communications shall be kept as evidence that the Grievance Procedure was followed.
- (B) An aggrieved trustee, employee or volunteer has the right to be accompanied by a colleague (or Trade Union Representative if appropriate) at any grievance hearing.
- (C) The parties may by mutual consent, agree to modify the time limits referred to in this procedure.
- (D) Where a grievance is registered under this procedure, the status quo shall be maintained or restored until the grievance is settled or the procedures complete.
- (E) In dealing with grievances, 2 stages will apply:
  - 1. Informal Procedure (Step 1) - without necessary recourse to any subsequent stage;
  - 2. Formal Procedure (Step 2 and 3) - where Step 1 has failed or is inappropriate.
- (F) Proceedings in all matters relating to grievance procedures will remain confidential between all parties involved.

### 3. Procedure

- (A) If an individual wishes to make a complaint they should follow the procedure as given below:
  - 1. Step 1:

Talk to the individual causing offence and see if mutual understanding can be achieved. If it is felt that this is not possible or if the desired result is not achieved within 14 days of raising the issue then proceed to Step 2.

2. Step 2:

The aggrieved individual should submit full details of their grievance in writing to the Director and request a formal grievance meeting. If the grievance is with the Director, the grievance should be put to the Chair (current contact details detailed at Point 5 below). They will receive a response within 5 working days, and a meeting shall be arranged to discuss the matter with the individual causing the grievance. Following this meeting, the Director or Chair will respond in writing within 5 working days. Where this is not possible and further investigation is required, they will be informed of this and told when a response can be expected.

3. Step 3:

If the grievance cannot be resolved at stage two, it will be referred to a grievance panel, consisting of the Director, Chair and one other trustee (unless the grievance is against the Director in which case two trustees shall form the panel). Any individual who has had prior involvement with the grievance should not be included in the grievance panel.

All employees involved with the grievance should be given the opportunity to present their case at the hearing. The employee will be notified of the decision of this panel within 5 working days.

- (B) If the employee is not satisfied with the decision, he/she should lodge an appeal with the HR Manager within 5 working days.

**4. Right of Appeal**

- (A) The aggrieved individual has the right of appeal against the decision of the grievance panel. This should be sent to the Chair, in writing, within 5 days. A Grievance Appeals Panel consisting of three trustees will hear the appeal. No member of the Appeals Panel will have been party to any earlier decision regarding the case.

**5. Chair Contact Details:**

- (A) Rev David Lawson, 8, Nightingale Lodge, Cowper Road, Berkhamsted HP4 3ED  
Tel 01442 872158 / Email Address [davidmlawson@btinternet.com](mailto:davidmlawson@btinternet.com)