

# Biddulph Youth and Community Zone Ltd (BYCZ)

## Grievance Policy

### Dealing with Grievances Informally

If a member of staff or volunteer has a grievance or complaint to do with work or the people they work with, they should, wherever possible, start by talking it over with their supervisor or the Centre Manager. They may be able to agree a solution informally between themselves.

### Formal Grievance

If the matter is serious and/or the member of staff or volunteer wishes to raise the matter formally, they should set out the grievance in writing, as soon as possible, to the Centre Manager. The member of staff or volunteer should stick to the facts and avoid language that is insulting or abusive. Where the grievance is against the Centre Manager, the member of staff or volunteer should instead raise the matter with the Chair or Secretary to the Board.

### Grievance Hearing

The Centre Manager (or member of the Board, where applicable) will call the member of staff or volunteer with the grievance to a meeting, normally within five days, to discuss the matter. The member of staff or volunteer has the right to be accompanied by a colleague or trade union representative at this meeting, if this is reasonable. The Centre Manager may decide to adjourn the meeting for any investigation that may be necessary. After the meeting, the Centre Manager will notify the member of staff or volunteer of the decision in writing, without unreasonable delay and, where appropriate, should set out what action BYCZ intends to take to resolve the grievance. The member of staff or volunteer will be informed that they can appeal if they are not content with the action taken.

### Appeal

Where a member of staff or volunteer feels that their grievance has not been satisfactorily resolved, they can appeal. They should outline their grounds for appeal without unreasonable delay and in writing.

Members of staff and volunteers will be invited to an appeal meeting, normally within five days, and the appeal will be heard by a member of the Board who has not previously been involved in the matter. Members of staff and volunteers have the right to be accompanied by a colleague or trade union representative at this meeting if this is a reasonable request.

The outcome of the appeal meeting will be communicated to the member of staff or volunteer in writing without unreasonable delay. The appeal decision is final.

Signed:.....

Print Name:.....Melanie Sproston

Reviewed: 11.03.21

Next Review by: 31.03.23