

GRIEVANCE PROCEDURE

1. The grievance procedure is intended as the tool by which employees, volunteers and trustees may formally have a grievance, regarding any condition of their involvement with ThePromise heard by the director or board of trustees of the charity. The aggrieved individual has the right to representation by a colleague or friend.
2. In the event of an individual wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters raised.
3. Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended by agreement.
4. This procedure is not intended to deal with:
 - Dismissal or disciplinary matters which are dealt with in a separate procedure.
 - Disputes, which are of a collective nature.

Stages of the Procedure

Stage 1

5. Any grievance should initially be raised with the director, or if not appropriate with the chair of trustees, immediately either verbally or in writing.
6. If the director is unable to resolve the matter at that time then a formal written grievance form should be submitted (see appendix 1). The director should then respond within **2 working days** (normal working days if part-time) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the director's decision and who to appeal to if still aggrieved.

Stage 2

7. In most instances, ThePromise would expect the director's decision to be final and for the matter to come to a close. However, in some circumstances the individual may remain aggrieved and can appeal against the decision of the director.
8. The appeal, to the board of trustees, must be made within ten working days of the original response to the grievance. The appeal must be in writing (see appendix 2) and contain the original formal Grievance form. The board of trustees, or a representative from it, will attempt to resolve the grievance. A formal response and full explanation will be given in writing, as will the details to whom they can appeal if still aggrieved, **within 7 days**.

Stage 3

9. If the individual remains aggrieved they will be advised to contact the regulatory body detailed in the Stage 2 response. ThePromise will comply fully with the procedure and any requests made by the regulatory body to whom the individual reports to.
10. Where however **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

Using mediation

11. An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.
12. There are no hard-and-fast rules for when mediation is appropriate but it can be used:
 - for conflict involving colleagues of a similar job or grade, or between a line manager and their staff
 - at any stage in the conflict as long as any ongoing formal procedures are put in abeyance
 - to rebuild relationships after a formal dispute has been resolved
 - to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.
13. Mediation is not part of ThePromise's formal grievance procedure. However, if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

Appendix 1

Notification of a Formal Grievance

To:

From:

Dept:

Date:

Immediate Manager:

Dear

I wish to take a formal grievance out against:

in line with the Company Grievance Procedure. The details of my grievance are shown below:

Yours sincerely,

(Director should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed)

Appendix 2

Notification of a Stage 2 Grievance

To

From

Dept

Date

Immediate Manager

Dear

On (within 10 days of the response to the initial formal grievance) my grievance against was heard by

I am not satisfied with the outcome of this meeting and would like to appeal to yourself for a further hearing of my grievance, in line with the Company Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(A trustee representative should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed)

Appendix 3

Notification of a Stage 3 Grievance

To (*Regulatory Body*):

From:

Dept:

Date:

Immediate Superior:

Dear

On (within 10 days of the response to the second stage of the formal grievance) I appealed to against the decision made at my initial grievance against:

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the Company Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely