



South Brent Old School Community Centre Grievance Procedure

Object

The object of the procedure is to provide an employee who considers that he or she has a grievance with an opportunity to have it examined quickly and effectively, and where a grievance is deemed to exist, to have it resolved, if possible, at the earliest practicable opportunity.

Most issues or grievances can be solved on an informal basis with line managers, and employees should aim to settle their grievances in this way if possible. This procedure is designed to deal with those issues that need to be approached on a more formal basis.

This grievance procedure is entirely non-contractual and does not form part of an employee's contract of employment.

Procedure

If a grievance cannot be settled informally with the relevant line manager, the employee should raise it formally. When pursuing and dealing with a formal grievance the following steps should be followed.

Stage 1

In the event of the employee having a formal grievance relating to his or her employment he or she should, in the first instance put their grievance in writing and address it to their line manager, making it clear that they wish to raise a formal grievance under the terms of this procedure. Where the grievance is against the line manager, the grievance should be addressed to an alternative trustee. This grievance procedure will not be invoked unless the employee makes their grievance in accordance with these requirements.

A trustee (who may not be the trustee to whom the grievance is addressed) will then invite the employee to a grievance meeting to discuss the grievance; the employee has the right to be accompanied at the meeting by a trade union official, a trade union representative or a person of their choice. The employee must make every effort to attend the meeting. At the meeting, the employee will be permitted to explain their grievance and how they think it should be resolved.

Please note that it is prohibited for employees to record (whether covertly or otherwise) the proceedings at the grievance meeting, and at any appeal meeting, without the express permission of the charity. If the charity discovers that an employee has done this covertly, he or she could be subject to disciplinary action.

Following the meeting, the charity will endeavour to respond to the grievance as soon as possible and, in any case within five working days of the grievance meeting. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected. The employee will be informed in writing of the charity's decision on the grievance and notified of their right to appeal against that decision if they are not satisfied with it.

Stage 2

In the event that the employee feels his or her grievance has not been satisfactorily resolved, the employee may then appeal in writing to the chair of trustees within five working days of the grievance decision. The employee should also set out the grounds for their appeal.

On receipt of such a request, the chair of trustees shall make arrangements to hear the grievance at an appeal meeting. At this meeting the employee may again, if they wish, be accompanied by a trade union official, a trade union representative or a person of their choice.

Following the meeting, the chair of trustees will endeavour to respond to the grievance as soon as possible and in any case, within five working days of the appeal hearing. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected. The employee will be informed in writing of the charity's decision on their grievance appeal.

Disciplinary Issues

If an employee's complaint relates to his or her dissatisfaction with a disciplinary, performance review or dismissal decision, they should not invoke the grievance procedure but should instead appeal against that decision in accordance with the relevant appeal procedure with which they will have been provided.

Data Protection and Confidentiality

When processing information in connection with any investigation or subsequent stages of a grievance procedure the charity will process any personal data in accordance with its data protection policy and any internal privacy notices in force at the relevant time. Inappropriate access or disclosure of this data will constitute a data breach and should be reported immediately to the charity's data protection officer in accordance with the charity's data protection policy. All employees must treat as confidential any information communicated to them in connection with a grievance investigation or grievance matter. Any data breach or breach of confidentiality may also lead to an investigation and potential sanctions under the charity's disciplinary procedure.

Policy Review / Update Procedure

This Version Approved by Trustees:	July 2025
Next Review Due: This document should be reviewed every three years or: <ul style="list-style-type: none">• following any changes in relevant legislation or regulations, or;• when any incident has occurred or feedback reported relating to this policy.	July 2028
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Person(s) responsible for updating	Rik Meek, Sheila Alexander and Michelle Parton