



Totton & Eling Community Association Grievance Procedure

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1. Grievance Procedure

Version	Action	Date	Signed
DRAFT B	Created	09/07/2021	C D Compton
	Authorised		

2. Purpose

It is important that if you feel dissatisfied with any matter relating to your work you should have an immediate means by which such a grievance can be aired and resolved.

Nothing in this procedure is intended to prevent an employee/volunteer from informally raising any matter they may wish to mention. Informal discussion can frequently solve problems without the need for a written record but if an employee/volunteer wishes to raise a formal grievance they must do in writing.

3. Process

Where an employee/volunteer has a grievance relating to any aspect of his/her employment (except for personal harassment where there is a separate procedure - see Dignity at Work Policy), he/she should first discuss the grievance with any one of the Trustees. The employee/volunteer should explain fully the nature and extent of the grievance. The trustee will attempt to resolve the matter, including where necessary, investigate, and notify the employee/volunteer in writing of the decision within ten working days. Stating what action is to be taken, if any, and by whom.

If an individual still feels aggrieved, he/she should write to the Chair of the Trustee. The decision of the Chair is final and will be communicated in writing within five working days.

All meetings will be arranged as quickly as possible and within the timescales above unless a different timescale is agreed between the parties. It is the intention of The Totton & Eling Community Association to resolve any issues raised at the earliest opportunity. Where it is not possible to settle an issue within the time limits, an extension of time will be agreed with the employee/volunteer.

At all stages of the procedure an employee/volunteer is entitled to be accompanied by a fellow employee/volunteer or a trade union official of a trade union who is accredited for this.

Please note that it is not permissible for an individual(s) or their colleague or representative to record meetings, formal or informal, either overly or



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surreptitiously without the express written permission of the person chairing the meeting.

4. Exceptions

The Totton & Eling Community Association retains the discretion to take account of an individual's length of service and to vary the procedures accordingly. If an individual has a short amount of service, he/she may be subject to a modified grievance procedure but will retain the right to raise a grievance, a grievance meeting, and the right of appeal and to be accompanied by a fellow employee/volunteer or a trade union official of a trade union of which the employee is a member.

In any case, where a member of staff has completed less than 24 months continuous service, the organisation reserves the right to vary the procedure detailed above.