

## Gympanzees Grievance Procedure

### **Aim**

The grievance procedure is intended to be a tool whereby a member of staff or volunteer may formally have a grievance regarding their conditions heard by the management of Gympanzees. The aggrieved person is entitled to have representation with a 'friend' or colleague.

In the event of a grievance being raised it is preferable for it to be satisfactorily resolved as close to the individual and their line manager as possible. However, it is understood that this is not always possible and a formal procedure is required to ensure the swift and fair resolution of the matters that aggrieve the workforce of Gympanzees.

This procedure does not deal with disciplinary matters.

### **Stages of the Procedure.**

1. The person with the grievance should raise the matter with their line manager / supervisor immediately either verbally or in writing. If the matter concerns their line manager it should be taken to another manager at Gympanzees.
2. If it cannot be resolved at this point a formal written grievance report should be submitted. The manager should then respond within 2 working days unless an extended time is agreed by both parties. The response will give a full written explanation of the decision and information about to whom to appeal if still aggrieved.
3. If Stage 1. has not led to resolution, since Gympanzees is so small, the next appeal is to what is considered more usually a Stage 3 level.
4. This is made to a Director responsible for the staff or volunteer. This appeal must be made in writing including all formal letters from the Stage 1 procedure. It must be made within 10 working days of the stage 1 response. The Director will arrange and hear the appeal with another director present and respond formally within 20 working days.

There is no further right of appeal. However, if both parties agree that there would be merit in taking the grievance to a third party for advice or conciliation, arrangements will then be made with a mutually acceptable third party. This process will temporarily suspend the grievance procedure, but if it is unsuccessful the grievance procedure will re-commence.

Where the grievance is raised against a Director then the grievance will be heard by the CEO or another board member.

