

Gympanzees Grievance Procedure

1. Aim

The grievance procedure is intended to be a tool whereby a member of staff or volunteer may formally have a grievance regarding their working conditions heard by the management of Gympanzees. Grievances may cover issues such as health and safety, terms and conditions of employment, organisational change, equal opportunities or workplace relationships.

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. It is anticipated that most grievances will be resolved through informal discussion without the need to invoke the formal grievance procedure. 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.

The grievance procedure will be carried out in confidence, unless otherwise agreed with the parties involved, and will not prejudice the aggrieved employee's current employment or future career prospects. Some grievances may be of a sensitive or controversial nature and therefore a balance must be drawn between the need to preserve this confidentiality and the need for informed discussion on the issues raised.

Throughout a grievance procedure the aggrieved person is entitled to have representation with a 'friend' or colleague.

This procedure does not deal with disciplinary matters.

2. Stages of the Procedure

It is anticipated that most grievances will be resolved through informal discussion and the normal management channels without the need to invoke the formal grievance procedure.

3. Raising a Grievance Informally:

An employee who has a grievance relating to their employment may raise the matter informally with their immediate supervisor during the course of normal work. This is not part of the formal grievance procedure. Only if the matter is not resolved between them should the formal grievance procedure need to be used.

4. The Formal Grievance Procedure:

Where the informal procedure has failed to resolve the matter, the employee should initiate the formal grievance procedure. This consists of two steps:

Step one:

Employees should put their grievance in writing to their supervisor. If the grievance is about the supervisor, the grievance should be addressed to a more senior manager or the COO instead, or, if the grievance is about the COO, to the CEO. If the grievance is about the CEO this should be addressed to the COO or Chair of the board.

On receiving the grievance, the supervisor, or other should respond within 2 working days unless an extended time is agreed by both parties and arrange a formal meeting with the employee to discuss the issue.

Following the meeting, the supervisor should carry out any necessary investigations, consider the matter carefully and then make a decision. The decision should be communicated to the employee and confirmed in writing within 10 working days. The letter should also remind the employee of the right of appeal.

Step two:

If the employee wishes to appeal, they should put this in writing, within 5 working days of the decision, setting out the grounds on which the appeal is being made. The letter should be sent to the supervisor.

The appeal should, where possible, be heard by a more senior manager who has not been involved in the original decision. The manager will invite the employee to an appeal meeting at which they will have the opportunity of explaining the grounds for the appeal.

Following the meeting, the manager will write to the employee with the decision. This decision will be final.

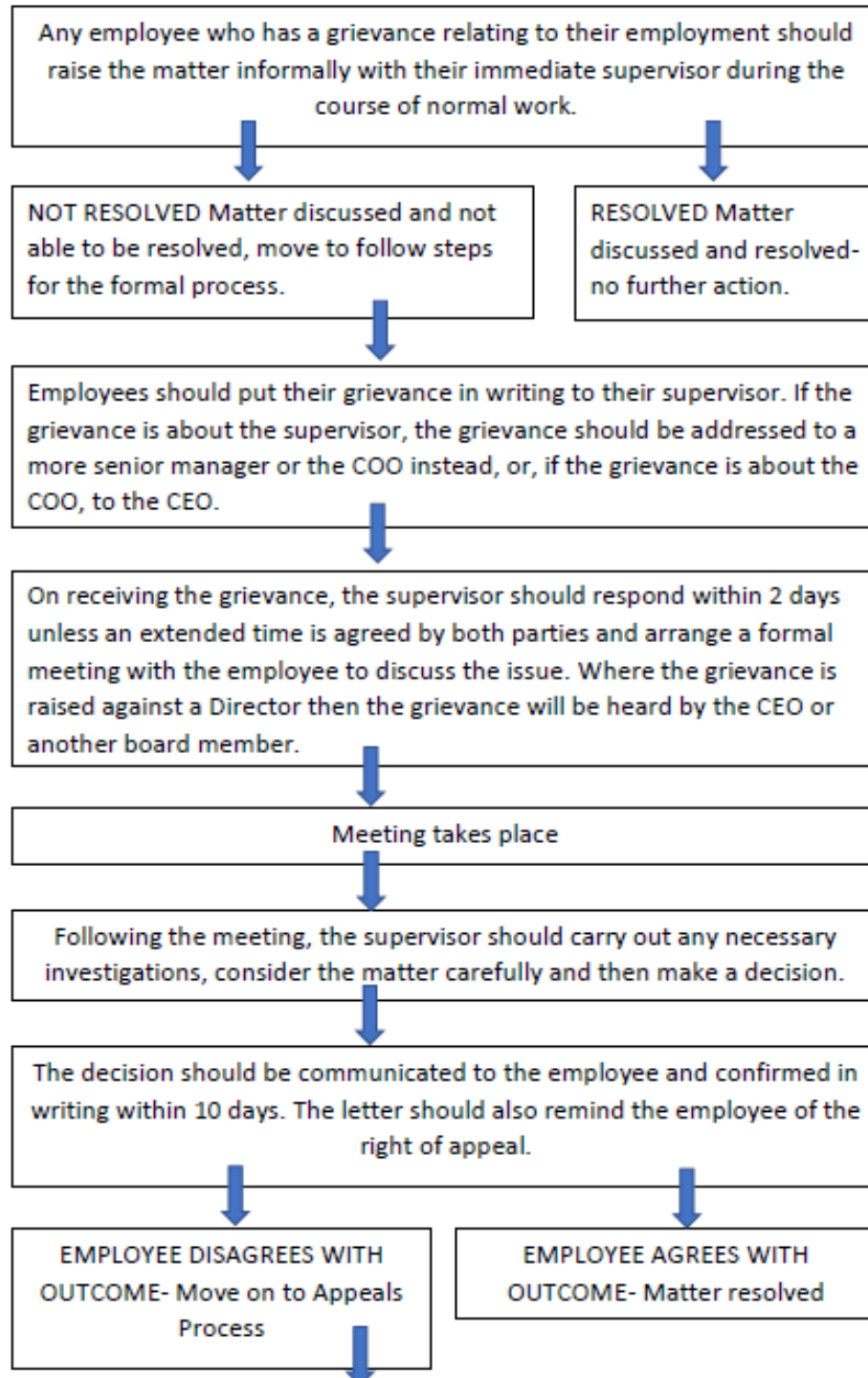
There is no further right of appeal. However, if both parties agree that there would be merit in taking the grievance to a third party for advice or conciliation, arrangements will then be made with a mutually acceptable third party. This process will temporarily suspend the grievance procedure, but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

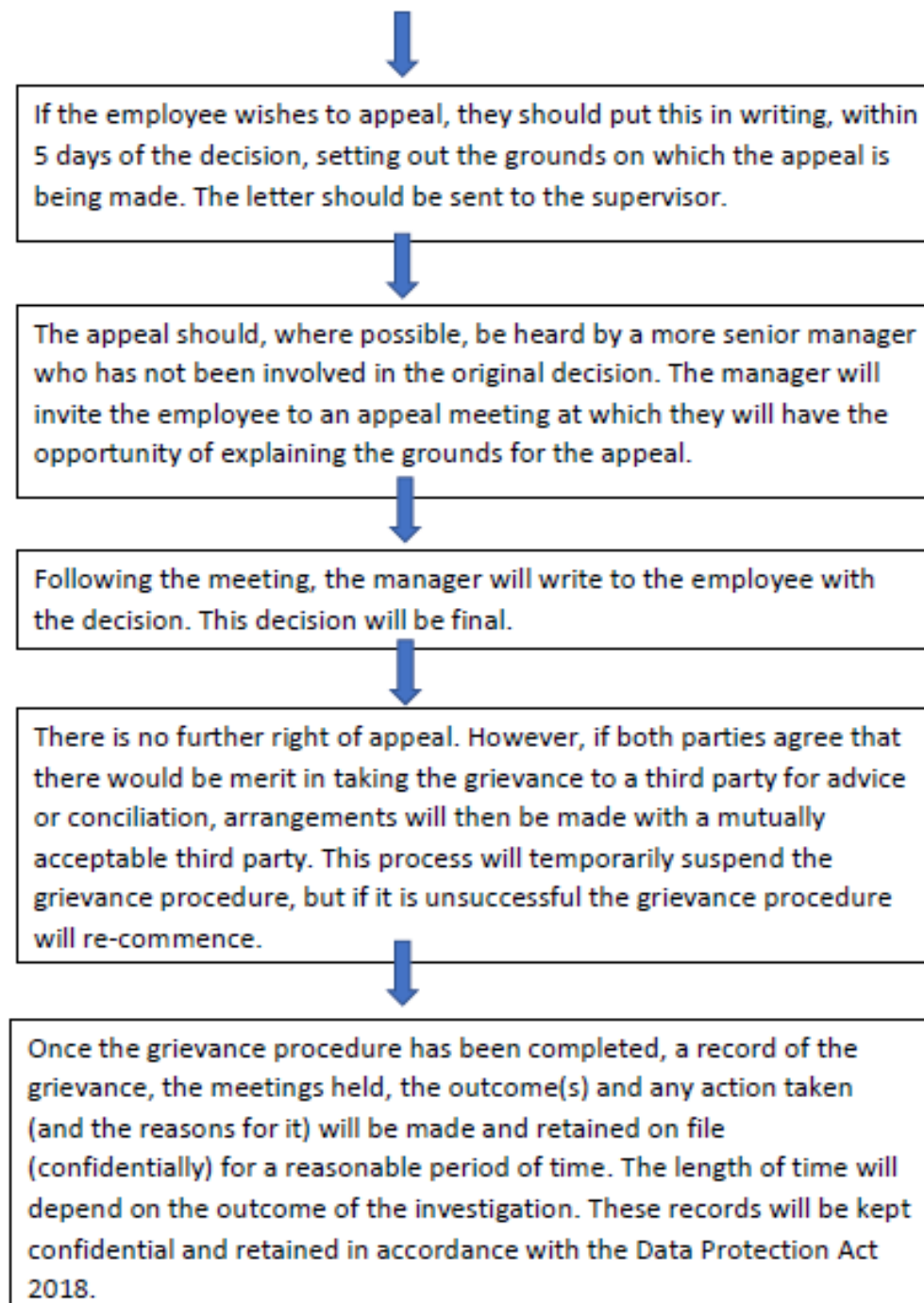
5. Records

Once the grievance procedure has been completed, a record of the grievance, the meetings held, the outcome(s) and any action taken (and the reasons for it) will be made and retained on file (confidentially) for a reasonable period of time. The length of time will depend on the outcome of the investigation. These records will be kept confidential and retained in accordance with the UK Data Protection Act 2018.

Grievance Flowchart



Grievance Flowchart



6. Monitoring

The COO will review formal grievances raised on a regular basis to check that the procedure is being applied correctly and is working effectively.