



# Grievance Policy

## *General Notes*

### ***Throughout the document:***

*'KMC', 'we', 'our', 'its', 'it', mean Kennington Memory Club, the organisation providing the service.*

*'you', 'yours' mean the reader of the document.*

*'days' refer to and mean working days.*

## **A) INTRODUCTION**

This procedure should be used to settle all disputes and grievances which you wish to raise concerning another employee, your work, the organisation or other matters relating to your employment. The purpose is to settle any grievance fairly, simply and quickly..

## **B) GRIEVANCE PROCEDURE**

1. We feel grievances should firstly be discussed informally as a cause for concern. If you make your point clearly and at an appropriate time it may be dealt with as a concern and the matter resolved.
2. However, should you feel that informal stage has not resolved matters or you feel it appropriate as an initial step due to the nature of the grievance you should raise a formal grievance in writing from the outset. Whilst we will give the same consideration to any grievance that you raise verbally, provided that you make it clear that you wish it to be treated formally, you should be aware that, in most circumstances, the law requires you to provide us with written details of your grievance before taking certain types of legal action.
3. Responsibility for handling a grievance rests with the Kennington Memory Club (KMC) nominated trustee.

General work matters should be raised initially with the organiser, or in the case of the organiser, with the nominated trustee.

Concerns relating to the organiser may be raised with them in the first instance (paragraph 2 above) but the matter should be referred to the nominated trustee if a formal grievance is made.

5. Once a formal written grievance has been received the nominated trustee will invite you to attend a meeting to discuss the grievance. The nominated trustee should also:
  - set an agenda and timescale with you;
  - notify parties concerned;
  - collect evidence, warning you that evidence could be used in disciplinary hearings; and
  - make a decision and/or refer matters for disciplinary action.
6. Possible outcomes of a formal grievance are:-
  - an agreed change that all parties accept is a resolution of all matters involved
  - referral to a disciplinary process
  - a decision that there is no basis for either of the other two outcomes i.e. no further action
7. You will be notified of the decision, in writing, normally within seven days of the meeting, including your right of appeal.

**C) GRIEVANCE APPEAL PROCEDURE**

1. If you wish to appeal you must inform the nominated trustee within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. You may be accompanied by an individual of your choice at this meeting, but the person accompanying you will not be allowed to speak on your behalf. KMC will be represented by a different trustee than attended the first meeting.
2. Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

We will ensure that the timing and location of meetings referred to will be reasonable and as such we will expect you to take all reasonable steps to attend.

Signed:

Date:

Name:

Position held:

Review date: