



CLIMBING OUT OF DEPRESSION

Grievance Policy

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| Grievance Policy V.3 | Approved May 25 |
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Overview

The Charity recognises that Trustees, volunteers, instructors and employees, working alongside the charity may, from time to time, have problems, dissatisfactions or concerns directly connected with their work and need to have a robust and reliable process for resolving these issues.

For the purpose of this policy, a grievance is defined as a disagreement at work and can relate to either an individual member of staff or all or some members of a specific group of staff

Dealing with Grievances

Procedures

If any member of our team has a concern relating to their work they should attempt to resolve it informally in the first instance with the Treasurer.

If the grievance relates to the Treasurer it should be discussed with the Chair.

If this does not resolve the matter the grievant should raise the concerns formally and without unreasonable delay. This should be done in writing, via email to the Chair or Treasurer, and should clearly set out the nature of the grievance. The Treasurer will confirm in writing as quickly as possible, ideally within five working days, that they are reviewing the grievance.

Appeals

If the grievant is not satisfied with the answer(s) given he/she has the right to appeal. Any appeal should be put in writing within five working days of written confirmation of the outcome of the grievance and submitted to the Treasurer/Chair. Appeals should normally be considered by the Chair and not the person who carried out the original review of the grievance.

As with the first stage, The Chair will arrange a meeting to discuss the grievance, ideally within five working days. The grievant may again be accompanied to this meeting by a colleague.

Decision

The decision of the Chair will be confirmed in writing as quickly as possible, ideally within five working days. The Chair's decision is final. All grievances will be treated fairly and objectively at all stages.