



**#FBF696 trading as Norwich OUTPOST**

**Grievance Policy**


1. Purpose
2. Informal Discussion
3. Statement of Grievance
4. The Grievance Meeting
5. Appeal



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## **1. Purpose**

OUTPOST's aim is to ensure that employees, volunteers and persons associated with the charity with a grievance relating to their involvement can use a procedure which can help to resolve grievances as quickly and as fairly as possible.




## **2. Informal discussion**

If an employee / volunteer has a grievance about their employment / voluntary capacity they should discuss it informally with an impartial committee member or Trustee. We hope that the majority of concerns will be resolved this way.



## **3. Statement of grievance**

Should the employee or volunteer feel that their complaint has not be resolved to their satisfaction the employee / volunteer should put their grievance into writing and present to Chair of the Board, or, in situation where this may not be appropriate, a Trustee.



## **4. The Grievance Meeting**

The Chair of the Board will invite the individual to a meeting to discuss the issue within 14 days. Both parties must take all reasonable steps to attend the meeting.

This meeting should be scheduled to take place as soon as possible and normally 5 working days' notice of this meeting will be provided to the employee/volunteer and they will be informed of their right to be accompanied.

Employees/volunteers must take all reasonable steps to attend the meeting, but if for any unforeseen reason the employee, or the employer, can't attend, the meeting must be rearranged.

Should an employee's/volunteer's companion be unable to attend then the employee/volunteer must make contact within 3 days of the date of the letter to arrange an alternative date that falls within 7 days of the original date provided. These time limits may be extended by mutual agreement.

After the meeting the supervisor hearing the grievance must write to the employee/volunteer informing them of any decision or action and offering them the right of appeal. This letter should be sent within 3 working days of the grievance meeting and should include the details on how to appeal.



#### **4. Appeal**

An individual must inform the Chair of his/her wish to appeal within 7 days and will then be invited to an appeal hearing with two members of the Board (excluding the Chair) within 21 days. They will be informed in writing of the final decision after the appeal hearing.