

## GRIEVANCE POLICY AND PROCEDURE FOR STAFF, VOLUNTEERS AND WORKSHOP ATTENDEES

### GRIEVANCES/DISCIPLINE FOR WORKSHOP ATTENDEES AND VOLUNTEERS

Attendees have a right to pursue a complaint including discrimination or victimisation. This can be both in person or through a different mode of communication, such as email or phone.

Discrimination and victimisation will be treated as disciplinary offences and they will be dealt with efficiently and seriously.

If a complaint is made, Fall into Place will investigate the complaint. If the complaint is discovered to be unfounded through lack of evidence, the complaint will be logged, and Fall into Place may decide it is appropriate to hold an informal discussion (e.g. about equality and diversity) with the group as a whole.

If a complaint is found to be legitimate, and it is considered to be low impact (i.e., cause a low impact of distress to the victim concerned) Fall into Place will aim to resolve the matter informally by speaking to the alleged perpetrator and ensuring both parties are familiar with this policy and other policies where relevant.

If the grievance cannot be resolved informally, or is considered to be of higher impact (i.e., moderate distress caused to individual) Fall into Place will issue a formal, written warning to the perpetrator, informing them of their discriminatory behaviour, why this cannot be tolerated, and a warning they will be asked to leave the group if the behaviour was repeated or any other discriminatory behaviour occurred. For volunteers, training may be offered where appropriate.

If the grievance is considered to be very severe, or occurs a second time, the individual will be asked to leave the workshop and/or Fall into Place activities without notice.

### GRIEVANCES FOR STAFF (INCLUDING CONTRACTED FREELANCERS)

Staff members have a right to pursue a complaint including discrimination or victimisation. This can be both in person or through a different mode of communication such as email or phone.

Discrimination and victimisation will be treated as disciplinary offences and they will be dealt with efficiently and seriously.

If a complaint is made, Fall into Place will investigate the complaint. If the complaint is discovered to be unfounded through lack of evidence, the complaint will be logged, and Fall into Place will hold an informal discussion (e.g. about equality and diversity) with all staff members.

If a complaint is found to be legitimate, and it is considered to be low impact (i.e., cause a low impact of distress to the victim concerned) Fall into Place will aim to resolve the matter informally by speaking to the alleged perpetrator and ensuring both parties are familiar with this policy and other policies where relevant.

If the discriminatory grievance cannot be resolved informally, or is considered of higher impact (i.e., moderate distress caused to the individual) Fall into Place will issue a formal, written

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warning to the perpetrator, informing them of their inappropriate behaviour, why this cannot be tolerated, and a warning they will be dismissed without notice if the behaviour was repeated or any other discriminatory behaviour occurred. The perpetrator may also be instructed to undertake relevant training, if deemed suitable for that particular grievance.

If the grievance is considered to be very severe, the employee does not comply with measures taken, or the grievance occurs a second time, the staff member will be asked to leave Fall into Place without notice. The staff member is entitled to a formal hearing at point of dismissal. The staff member must ask in writing for a hearing within seven days of dismissal. The hearing will be arranged within seven days of receiving the written request. The staff member can have a designated person with them in the hearing, such as another member of staff or an impartial advocate. After the hearing, Fall into Place will respond to the staff member in writing within 10 days to let them know the outcome of the hearing.

## GRIEVANCE PROCEDURE

### Making a grievance

**Where possible, try to resolve the issue informally first by speaking to your line manager or a senior member of staff. If this does not resolve the issue:**

1. Inform your line manager or a senior member of staff in writing. If the grievance is about a senior member of staff or that person is absent, you can contact the Chair of Trustees.
2. A meeting will be arranged to discuss your grievance. You may be accompanied at this meeting by a fellow worker or trade union representative if you wish.
3. You will be informed of the decision reached and any outcomes from this decision promptly. You will be made aware of your right to appeal.
4. Where possible, any appeals will be held with a different manager or mediator depending on the situation.
5. You will be informed of the decisions reached and any outcomes from the appeal promptly.

### A grievance made against you

1. A senior member of staff / the board will inform you promptly of any allegations or grievances made against you.
2. A meeting will be arranged to discuss the grievance. You will be given the opportunity to speak and share any information that is relevant. You may be accompanied at this meeting by a fellow worker or trade union representative if you wish.
3. You will be informed of the decision reached and any outcomes from this decision promptly. Where relevant, you will be made aware of your right to appeal.
4. Where possible, any appeals will be held with a different manager or mediator depending on the situation.
5. You will be informed of the decisions reached and any outcomes from the appeal promptly.

For impartial advice and guidance - see the ACAS website:

<https://www.acas.org.uk/index.aspx?articleid=2042>

Citizens Advice also provide guidance and a free template letter:

<https://www.citizensadvice.org.uk/work/problems-at-work/Letter-to-raise-a-grievance-at-work/>

*Grievances Procedure*

REVIEW

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the Directors.

Reviewed by Sarah Goodyear and Naomi Roxby Wardle 14/05/18

Reviewed by Naomi Roxby Wardle 28/06/19

Reviewed by Sarah Goodyear 4/11/19

Reviewed by Sarah Shaw 6/0/2020