

# **VOLUNTEER CORNWALL GRIEVANCE PROCEDURE 2022**

## **1. GENERAL PRINCIPLES**

- 1.1 This procedure applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors.
- 1.2 Disputes at work are difficult for all concerned and can have a huge impact on people's wellbeing, motivation and their productivity in the workplace. It is always preferable to try to resolve conflict and grievance directly with the person it concerns, however, if this doesn't work or you feel unable to do this then this policy is designed to support you. Most grievances can be resolved quickly and informally through discussion with your manager. If this does not resolve the problem you should use the formal procedure below.

## **2. STEP 1: WRITTEN GRIEVANCE**

- 2.1 You should put your grievance in writing and submit it to your manager. If your grievance concerns your manager you may submit it to the Chief Executive. If your grievance concerns the Chief Executive you should submit it to the Chair of Trustees.
- 2.2 The written grievance should contain a brief description of the reasons for your complaint, including any relevant facts, dates, and names of individuals involved so that we may investigate it if necessary.

## **3. STEP 2: MEETING**

- 3.1 We will invite you to a grievance meeting, which will normally be set for a date no more than two weeks after we have received your written grievance. You should make reasonable efforts to attend.
- 3.2 You have the right to bring a companion to any meetings under the procedure. The companion may be either a trade union official or a colleague. Employees are allowed reasonable time off from duties without loss of pay to act as a companion.
- 3.3 If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will seek, within reason, to agree an alternative time.
- 3.4 We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.
- 3.5 We will advise our decision and your right of appeal in writing within one week of the conclusion of the meeting.

#### 4. STEP 3: APPEALS

- 4.1 If you wish to appeal you should do so in writing to the Chief Executive, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.
- 4.2 If your grievance is in relation to the Chief Executive, you should address your appeal to the Chair of Trustees, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.
- 4.3 We will hold an appeal meeting, normally within two weeks of receiving the appeal. Where practicable, this will be held by someone senior to the person who conducted the grievance meeting.
- 4.4 Our final decision will be confirmed to you in writing within one week of the appeal hearing.

Signed:



Date: 20<sup>th</sup> April, 2022

Ian Jones  
Chief Executive  
On behalf of Volunteer Cornwall

Review Date: 04/25