

# Woodbridge Community Hall Management Committee

Registered Charity number 1153286

## Grievance Procedure

### 1. **Introduction**

It is the Committee's policy to ensure that employees with a grievance relating to their employment can use a procedure, which can help to resolve grievances as quickly and as fairly as possible.

### 2 **Informal discussions**

If an employee has a grievance about their employment they should discuss it informally with the Hall Maintenance Officer. We hope that the majority of concerns will be resolved in this way.

### 3 **Step 1 – statement of grievance**

If the employee feels that the matter has not been resolved through informal discussions, they should put their grievance in writing to the Hall Maintenance Officer.

### 4 **Step 2 – the grievance meeting**

Within ten working days, the Hall Maintenance Officer will respond, in writing, to the statement, inviting the employee to attend a meeting where the grievance can be discussed. This meeting should be scheduled to take place as soon as possible. Normally ten working days' notice will be provided to the employee, and they will be informed of their right to be accompanied.

Employees must take all reasonable steps to attend the meeting but if, for any unforeseen reason, the employee or employer cannot attend, the meeting must be re-scheduled.

After the meeting, the Hall Maintenance Officer hearing the grievance must write to the employee informing them of any decision or action and offering them the right to appeal. This letter should be sent within ten working days of the meeting.

Should the employee have a grievance concerning the Hall Maintenance Officer, the Committee Chair will meet the employee and the supervisor separately. After due consideration of the situation, s/he will then meet with both parties together to inform them of her/his decision.

### 5 **Step 3 – Appeal**

If the matter is not resolved to the employee's satisfaction, they must set out their grounds of appeal in writing within ten working days of receipt of the decision letter.

Within five further working days, the employee should receive a written invitation to attend an appeal meeting, which should be taken by the Chair of WCHMC.

After the appeal meeting, the Chair must inform the employee in writing of their decision within ten working days. The Chair's decision is final.

September 2022