

## Grievance policy

16.03.2021

### Dealing with Grievances Informally

If you have a grievance or complaint to do with your volunteering tasks or the people you volunteer with, wherever possible, start by talking it over with the Working Group. You may be able to agree a solution informally between you.

### Formal Grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the Working Group. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against an individual and you feel unable to approach him or her you should talk to another member of the Working Group.

### Grievance Hearing

The Working Group will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a friend at this meeting if you make a reasonable request.

After the meeting the Working Group will give you a decision in writing, normally within 24 hours. If it is necessary to gather further information before making a decision the Working Group will inform you of this and the likely timescale involved.

### Appeal

If you are unhappy with the decision and you wish to appeal you should let the Working Group know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by the entire Working Group. You have the right to be accompanied by a friend at this meeting if you make a reasonable request.

After the meeting the Working Group will give you a decision, normally within 24 hours. This decision is final.

A copy of the publication 'Discipline and Grievances at Work, an ACAS Guide' can be found here [https://archive.acas.org.uk/media/1043/Discipline-and-grievances-at-work-The-Acas-guide/pdf/DG\\_Guide\\_Feb\\_2019.pdf](https://archive.acas.org.uk/media/1043/Discipline-and-grievances-at-work-The-Acas-guide/pdf/DG_Guide_Feb_2019.pdf)

The HemingfordHub Working Group will review this policy and related good practice annually.

Chairman's Signature: *Tish Peek*

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