



## **GRIEVANCE PROCEDURE FOR EMPLOYED STAFF/VOLUNTEERS**

### **INTRODUCTION**

Living Stones Educational Trust (LSET) recognises that from time to time employees and volunteers may wish to seek redress for grievances relating to their employment/volunteer work. In this respect it is our policy to encourage free communication between employees/volunteers and LSET to ensure that problems can be resolved quickly to the satisfaction of all concerned.

### **PRINCIPLES**

This procedure sets out the informal and formal stages which must be followed to comply with the Arbitration and Conciliation Advisory Service (ACAS) Code of Practice 2009. In addition, the following principles will be followed in the consideration of all grievances under this procedure.

1. Each step must be followed through without unreasonable delay.
2. Both employee/volunteer and LSET must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case.
3. Meetings will be at a reasonable time and location.
4. All relevant information will be provided to both employee/volunteer and LSET in advance of any meeting under the procedure.
5. The appeal meeting at step 3 will be chaired by a trustee from LSET.
6. If the employee/volunteer or their companion is disabled, reasonable adjustments will be made to enable them to participate fully.
7. Confidentiality will be maintained. Only those who need to know about the grievance will be informed.
8. After the grievance and regardless of the outcome both parties will endeavour to work together in a positive manner.

### **REPRESENTATION**

The employee/volunteer has the right to be accompanied by a work colleague/friend or trade union representative at the meetings at step 2 and step 3.

This representative may take notes and seek clarification of any issues that arise.

### **INFORMAL DISCUSSIONS**

If you have a grievance about your employment/volunteer work you should speak to the project co-ordinator about it and discuss it informally to see if it can be resolved there and then. It is hoped that the majority of concerns will be resolved in this way. If the grievance is expressed by the project co-ordinator then the project co-ordinator should speak to a trustee of LSET.

### **FORMAL PROCEDURE**

**Step 1 – written statement by employee/volunteer**

If you feel that the matter has not been resolved through informal discussions, you should set out your grievance in full in writing to the project co-ordinator (in the case of the project co-ordinator, a trustee of LSET) so that its consideration takes place in a more formal setting. The project co-ordinator may defer the matter to a trustee of LSET.

**Step 2 - Meeting**

The project co-ordinator or trustee will arrange to meet with you to endeavour to find a satisfactory solution and will aim to give you a written response within five days (excluding week-ends). If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

**Step 3 - Appeal**

If you are not satisfied with the response, you may put your grievance in writing to the Chair of Trustees for LSET (assuming the chair is not already involved in the procedure. If the chair is already involved, another trustee will assume this responsibility for the course of the appeal). That individual will arrange to meet with you and will give you a response within five days (excluding week-ends). If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 is the final stage of the procedure and there is no further right of appeal. ACAS recommends organisations to consider using mediation if appropriate.

Footnote: As recommended in the ACAS Code, where an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, where the disciplinary and grievance cases are related, it may be appropriate to deal with both cases concurrently.

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