Volunteer Action  
  
GRIEVANCE PROCEDURE

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the manager or a Trustee of Volunteer Action. The aggrieved employee has the right to representation by a Trade Union Representative or a work colleague

In the event of a member of staff wishing to raise a grievance, it is preferable if the grievance could be satisfactorily resolved between the individual and their line manager as soon as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of the matter..

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.

2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

**Stage 1**

An employee who has a grievance, should raise the matter with the manager immediately either verbally or in writing. If the matter itself concerns the employees immediate manager, then the grievance should be taken to a Trustee.

If the manager is unable to resolve the matter at that time then a formal written grievance should be submitted. The manager should then respond within **2 working days** to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the mangers decision and who to appeal to if still aggrieved.

**Stage 2**

In most instances the mangers' decision will be final and the matter will come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager.

An appeal must be made within ten working days of the original response to the employee’s grievance. The appeal must be in writing and contain details of the original grievance. A Trustee will attempt to resolve the grievance. A formal response and full explanation will be give in writing, as will the name of the person to whom they can appeal if still aggrieved, **within 7 days**.

**Stage 3**

If the employee remains aggrieved there will be a final level of appeal to the Chair of Volunteer Action. This appeal must be made in writing to the Chair within ten working days of receipt of the Stage 2 response. The Chair of Volunteer Action will arrange and hear the appeal with another trustee with no former involvement in the grievance and respond formally with a full explanation **within 20 working days**.

There is no further right of appeal. Where however **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.