

CREATING ADVENTURES

Grievance Procedure

Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager. 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 your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager and you feel unable to approach him or her you should talk to another manager or put it in writing to the Chair Of Trustees tom@creatingadventures.org.uk

Grievance hearing

Your manager or Chair of trustees will respond to your grievance, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative if a meeting is called upon a reasonable request.

The manager/Chair of Trustees will give you a decision in writing, normally within 24 hours.

If it is necessary to gather further information before making a decision you will be informed of this and the likely timescale involved.

Appeal

If you are unhappy with the decision and you wish to appeal you should let the Chair of Trustees know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by the trustees not involved in original grievance hearing. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the manager or Board of Trustees will give you a decision, normally within 24 hours. The Board of Trustees decision is final.

Creating Adventures, The Old School, Fairfield St, Warrington, WA1 3AJ