



Grievance Procedure

For Service Users

Stage One - Discussion of the complaints between the Service User and the Chief Executive

Any complaints from Service User must be directed to the Chief Executive. Any complaints will be taken seriously and will be treated in confidence unless there are indications that a child/young person is at risk of harm or abuse from either an individual in or out-with the organisation. Initial action to redress the complaint will normally be taken by the Chief Executive within 24 hours, but if, for justifiable reasons this is not possible, within three working days. If (a) the Chief Executive fails to initiate discussions within this time or, (b) agreement has not been reached within a further three working days Stage Two of the procedure will be invoked unless both the Service User and the Chief Executive agree to extend the period under Stage One. The Chief Executive must be given a written copy of the grievance before the invocation of Stage Two of this procedure.

Stage Two - Discussion of the complaint with the Chairperson

If agreement has not been reached at Stage One, the complaint must be made in writing to the Chairperson who will discuss the complaint with you and the Chief Executive and will seek a mutually acceptable solution. In the event that agreement is not reached, the Chairperson will issue his decision. All decisions at this stage will be confirmed in writing by the Chairperson. Initial action at this stage must be taken by the Chairperson within three working days of the complaint being received. If a mutually satisfactory decision has not been reached within five working days of that date, you may invoke Stage Three of the procedure.

Stage Three - Discussion of the complaint by the Executive Committee

In the event that you are dissatisfied with the action taken under Stages One and Two of this procedure, you may submit, through the Chairperson, an appeal, in writing, to the Executive Committee. A special meeting of the Committee will be convened at the earliest possible date. The decision of the Committee is final, and will be confirmed in writing within one week of the Meeting.

Committee Appeals Procedure

No staff, or staff "observers" will be present at the Committee Meeting other you (and if you wish, your representative) the Chief Executive and the Chairperson. The Chairperson will outline the details of the complaint, the parties involved, the procedures applied and the decision so far reached.

Both you and the Chairperson will then be given the opportunity to present a case to the Committee and to ask questions of one another. The Committee may also put questions to you and the Chairperson at this stage. All staff members will then withdraw and the Committee will discuss the complaint and reach its decision which will be confirmed in writing.