

# Grievance Procedure

## For Staff & Volunteers

As an Employee or Volunteer of Befriend a Child, you have the right to express any complaint relating to your Employment or Voluntary post, including the right to express dissatisfaction with any disciplinary action taken against you.

You may at all stages in this procedure, be advised or accompanied by a staff colleague, or representative or you may elect to have this person present your complaint on your behalf.

The time limits stated in Stage One and Two may be extended by mutual agreement. Acknowledgement of receipt of a complaint at Stage Two and Stage Three will be made immediately in writing by the Chairperson.

### **Stage One - Discussion of the complaint between the Employee / Volunteer and his/her Line Manager**

Any complaint relating to any aspect of Employment or Voluntary Post should be directed in the first instance to your Line Manager. Initial action to redress the complaint will normally be taken by your Line Manager within 24 hours, but if, for justifiable reasons this is not possible, within three working days. If (a) the Line Manager 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 you and your Line Manager agree to extend the period under Stage One. The Line Manager must be given a written copy of the complaint before the invocation of Stage Two of this procedure.

### **Stage Two - Discussion of the complaint with the Chief Executive**

If agreement has not been reached at Stage One, the complaint must be made in writing to the Chief Executive who will discuss the complaint with you and your Line Manager and will seek a mutually acceptable solution. In the event that agreement is not reached, the Chief Executive will issue his or her decision. All decisions at this stage will be confirmed in writing by the Chief Executive. Initial action at this stage must be taken by the Chief Executive 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 with the Chairperson**

If agreement has not been reached at Stage Two, 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 or her 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 Four of the procedure.

#### **Stage Four - Discussion of the complaint by the Executive Committee**

In the event that you are dissatisfied with the action taken under Stages One, Two and Three 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 in turn 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. The Committee will then discuss the complaint then reach its decision which will be confirmed in writing.

*Revised 10<sup>th</sup> June 08  
K Farquhar*