

## Grievances and Complaints Policy

### Introduction

If at any time during your employment with Green Routes you have a problem or complaint, every endeavour should be made to resolve it informally. In circumstances where this is not possible, there is a formal procedure which you can follow.

If you need to use this procedure, it will be conducted in confidence so far as possible and without adverse consequences for yourself. A mutually satisfactory conclusion will be sought in each case

Any record of any grievance will be kept in accordance with the Data Protection Act 1998.

### Procedure

There are three stage and because it is important that any grievances are dealt with speedily, certain time limits for the procedure have been set and will be adhered to unless exceptional circumstance apply:

#### (a) Stage One

You should set out your grievance in writing and give it to your manager who will arrange a meeting with you within five working days to consider the matter, unless there is good reason for delay. It is hoped that the majority of cases will be resolved at this stage. Your manager will aim to respond to you in writing within five working days of the meeting taking place.

In the event your grievance concerns your immediate Manager, the case will immediately be referred to Stage Two below or taken up with Board Member responsible for HR.

#### (b) Stage Two

If the matter is not mutually resolved at Stage One, you may request the grievance to be taken to the next level of management. Your request must be in writing and must be received by the Board Member responsible for HR within 5 working days after receiving your manager's written response under Stage One. The Board Member will arrange for another person who has not previously been involved with your complaint, to take the matter forward and this person will aim to meet and/or discuss with you within ten working days of the meeting at Stage One, unless there is good reason for delay, (e.g., unavailability of the individuals concerned due to leave or business).



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The person hearing your Stage Two complaint will aim to provide you with a written response within 5 working days of the meeting or discussion with you.

(c) Stage Three

In those cases where you feel that the matter remains unresolved, you may ask for the case to be referred to another appropriate Board Member whose decision will be final. You must do so in writing, within 5 working days of receiving the written response to Stage Two. Stage Three of the procedure will be conducted at the earliest possible opportunity depending on availability of those concerned, but normally within ten working days of the referral.

Throughout this procedure you have the right to be accompanied (but not represented) at all grievance meetings by another employee or colleague. It is your responsibility to ensure that the chosen companion is willing to act as such.

Signed & date of adoption by Board of Trustees: 30/06/2011 \_\_\_\_\_

Signed & date of review: 30/11/2022 \_\_\_\_\_