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| Title Grievance Procedure | Rev: 1.0 |
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# Introduction

This procedure is based on the ACAS ‘Example basic grievance procedure’

It is designed to help and encourage all employees to raise grievances they may have.

# Dealing with grievances informally

If you have a grievance or complaint about your work or someone you work with you should start by speaking with the vice chair wherever possible. You may be able to agree a solution informally between you.

# Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to your manager. You should keep to the facts and avoid language that is insulting or abusive.

If your grievance is against the vice chair and you feel unable to approach them, you ask the chair to nominate another councillor to discuss your grievance with.

# Grievance hearing

The vice chair will call you to a meeting, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a person who is not a family member.

After the meeting the vice chair will give you a decision in writing, usually within 24 hours.

If the vice chair or nominated councillor needs more information before making a decision, they will inform you of this and the timescale.

# Appeal

If you are unhappy with the decision on your grievance you can raise an appeal. You should tell the vice chair or nominated councillor.

You will be invited to an appeal meeting, normally within 5 working days, with the chair. You have the right to be accompanied by a colleague or person who is not a family member.

After the meeting the chair will give you a decision, usually within 24 hours. The chairs decision is final.