

GRIEVANCE PROCEDURE

- 1.1 Every employee has a right to raise any grievance relating to matters of employment or appointment affecting the member as an individual, or affecting the member's personal dealings or relationships with other members of the staff, unless the matter is subject to other agreed procedures.
- 1.2 If an employee has a grievance relating to his or her employment which cannot be resolved by informal discussions with the responsible person, and for which no other procedures are available, then the employee may make a written complaint to the Playleader who will respond if possible within five working days of the receipt of the letter, or date of the meeting if s/he decides to interview the employee before responding.
- 1.3 If the employee believes that the matter has not been resolved following receipt of the Playleader's response, or if the employee's grievance directly concerns the Playleader, s/he may seek redress of the grievance by making a complaint in writing to the Chair of the Management Committee.

Dealing with Grievances Informally

- 2.1 If the employee has a grievance or complaint to do with their work or the people that s/he works with the employee, wherever possible, should discuss the issue with the City Kids Playleader. It may be possible to agree a solution informally.

Formal Grievance

- 3.1 If it is not possible to achieve an informal resolution of the complaint or if the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the Playleader. You should keep to the facts and avoid language that is insulting or abusive. Where your grievance is against the Playleader and you feel unable to approach him or her you should contact the Secretary of the Management Committee.

Grievance Hearing

- 3.2 The Playleader, or representative of the Management Committee, will call the employee to a meeting, normally within five days, to discuss the grievance. The employee and any person against whom the grievance lies will be invited to submit a written statement. The employee has the right to be accompanied by a colleague or trade union representative at this meeting.
- 3.3 After the meeting the Playleader, or the representative from the Management Committee, will give you a decision in writing, normally within 24 hours.

Appeal

- 4.1 Should an employee wish to appeal against a disciplinary or grievance decision, or against dismissal he/she must appeal in writing within fourteen days of the receipt of the warning letter to the Chair of the Management

Committee. This notice of appeal should set out the grounds of the appeal and state whether the appeal is in respect of the whole or in respect of any specified part of any finding of fact, decision, or sentence.

- 4.2 The employee will be invited to an appeal meeting, normally within five days, and your appeal will be heard by the Chair of the Committee.
- 4.3 The employee has the right to be accompanied by a colleague or trade union representative at this meeting. After the meeting the Chair of the Committee will give the employee a decision, normally within 24 hours. The Chair's decision is final.
- 4.4 The rules of the procedure of the Appeal will be as follows:
 - The appellant may bring a colleague or union representative with him or her to the appeal hearing
 - The individuals involved are encouraged to make representations in writing, which wherever possible will be exchanged prior to the appeal hearing
 - The appeal will be determined following an oral hearing from the appellant (the employee making the appeal) and the responsible person. The appellant and the responsible person will be entitled to make a statement.
 - The Chair may set time-limits for each stage of the proceedings, including the Hearing itself, to the intent that any appeal will be heard and determined as expeditiously as is reasonably practicable.
 - Following the hearing of the appeal, the Chair (or other representative of the Management Committee where necessary), will consider the facts of the case and may allow or dismiss an appeal, in whole or in part.
 - The decision will be notified to the appellant and recorded in a document signed by the Chairman, giving the reasons for this decision. A confirmatory letter will be sent to the appellant within seven days.
 - A copy of the document and letter will be put on the employee's personal file.
 - The above procedure may vary if appropriate.

MONITORING AND REVIEW

- 5.1 This policy and procedure will be reviewed annually to ensure the effectiveness of the policy and to give due consideration to legislative changes.

Office Use only:

Signed: _____ Role: _____
Date: _____

This policy was reviewed on:

Signed: _____ Role: _____
Date: _____

Signed: _____ Role: _____
Date: _____

Signed: _____ Role: _____
Date: _____