



Enhancing children's
quality of life
through mentoring

Grievance Procedure

The Island is committed to promoting effective working relationships and an environment in which employees feel able to raise work-related issues with their manager. One of the ways to achieve this is by providing a clear framework within which employees can seek to have their concerns responded to efficiently and effectively, and where possible, by informal means.

It is The Island's policy to ensure that any employee or volunteers with a grievance has access to a procedure that can lead to a speedy resolution of the grievance in a fair manner. Most routine complaints and grievances are best resolved informally in discussion with your immediate Line Manager. Where the grievance cannot be resolved informally, it will be dealt with by means of the following procedure:

The standard grievance procedure:

Informal Resolution

The Island is committed to dealing with issues affecting employees effectively, without unreasonable delay and in an atmosphere of shared trust and confidence. It is the policy of The Island to resolve most grievances informally.

If an employee has any questions or a concern relating to their employment, they should refer to their manager in the first instance so that the matter can be responded to quickly and resolved informally.

Where the grievance cannot be resolved informally, it will be dealt with by means of the following procedure:

Step 1: You give us a written statement of your grievance

You must put your grievance in writing and send a written copy to the HR Officer. Where the grievance is against the Manager, CEO or Trustees, the matter should be raised with the Chair of Trustees. All Grievances can be sent to David Shepherd HR Officer or Matt Watt, Chair of Trustees, Regus House, Tower Court, Clifton Moor, York.

Step 2: A meeting is held, and we inform you of the outcome

You will then be invited to attend a meeting with one or more of the trustees to discuss the grievance. This will be offered within 10 working days. The meeting will be conducted in a manner that enables you to explain your case. You will be invited to explain your grievance and how it might be resolved. Further meetings may need to take place with other individuals in respect of your grievance.

Following the meeting, steps will be taken to resolve the issue, either by further investigation or immediate resolution. This will be confirmed in writing within 10 working days. You will be notified of your right to appeal if you are not satisfied with it.

You have the right to be accompanied at any stage in the proceedings by a supporter i.e. a trade union representative or colleague.

Step 3: Appeal if necessary

If you wish to appeal the outcome of your grievance, you must inform the Island within 10 working days, and you will be invited to an appeal hearing. If reasonably practicable, the chair of trustees and one other, not previously involved in the grievance procedure so far, will deal with the appeal. You will have the right to be accompanied by a colleague or Trade Union representative.

The Chair, Manager or HR Officer who considered the formal grievance will also be invited to attend the appeal meeting to respond to questions about how they dealt with the grievance and arrived at their outcome.

The appeal will not normally be a rehearing of the original grievance but rather a consideration of the specific areas with which you are dissatisfied in relation to the grievance outcome; this could be the outcome or how the grievance has been responded to and investigated. The manager or Trustee conducting the appeal will confine discussion to the specific areas cited.

No 'new' evidence or allegations should be presented at the appeal stage.

The outcome of the appeal should be communicated to the employee in writing within 5 working days. The decision following the appeal is final and there is no further right of appeal.

Record-keeping

A confidential written record of the complaint shall be kept.