

Measham and District Youth Club
(MYC)

Grievance Policy

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1. Introduction

MYC will make every effort to ensure that the centre environment is a safe and pleasant place in which to be.

It is recognised that there may be occasions where disagreements or conflicts may arise and the Grievance Procedure is the process to resolve these matters in the fairest way possible.

2. Principles

The main principle of the procedure is to provide a quick and structured resolution to any areas of conflict that may arise within the Youth Centre. Whether this is an individual or group issue.

The procedure applies to all staff and volunteers except those working their Probationary Period.

At all stages of the formal process the member of staff or volunteer will have the right to be accompanied by a colleague or certified Trade Union Representative.

3. Informal Process

It is likely that most issues will be dealt with in an informal way. However, if this is not possible, then staff or volunteers must raise the matter formally and without unreasonable delay with a member of the management committee who is not the subject of the grievance.

4. Formal Process

Where the informal process has failed to address the grievance, or where the issue is considered to be too serious for an informal process, then the matter must be raised as a Formal Grievance.

When invoking the formal Grievance Procedure the grievance must be in writing, clearly stating that it is a grievance and outlining the nature of the grievance.

The grievance should be sent to the Secretary of the Trustees who will allocate a Trustee to carry out the formal meeting. This meeting should take place within two weeks of receipt of the Grievance.

If the grievance is being raised by a number of staff, then they must appoint one person to represent them and sign a document stating that this person is representing them.

4.1 Meeting

At the meeting the person raising the grievance will be given the opportunity to explain their grievance and how they believe it may be resolved.

The meeting may be adjourned to allow for further investigation as necessary. The adjournment must be kept to a minimum whilst ensuring a fair and full investigation to be carried out.

Once the meeting is complete then the Trustee conducting the meeting will adjourn to consider what action, if any to take. The decision will be given to the staff member in writing and given a right of Appeal to the Management Committee.

4.2 Appeal

If the employee feels that their Grievance has not been addressed to their satisfaction, they can Appeal against the decision. Any appeal must be in writing, giving reasons for the Appeal and be received by the person dealing with the Appeal within two weeks

The meeting must take place within two weeks of receipt of the Appeal.

If required, the meeting can be adjourned for further investigations to be undertaken.

Once the meeting is complete, the Trustee conducting the meeting will adjourn to consider what, if any action to take. The decision will be given to the staff member in writing. There is no further right of Appeal.

5. Frivolous or malicious Complaints

If it is considered that the Complaint is frivolous or proven to be malicious then it may lead to the staff member or volunteer being asked to leave.

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