

# **GRIEVANCE PROCEDURE FOR EMPLOYEES of IPSWICH AND DISS AREA QUAKER MEETING.**

*This procedure does not form a part of your contract of employment and may be changed from time to time. This procedure applies only to employees. The complaints and concerns of volunteers and self-employed persons should be dealt with in accordance with their volunteer agreement. See [www.quaker.org.uk](http://www.quaker.org.uk) for further information.*

## **Dealing with grievances informally**

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you.

## **FORMAL GRIEVANCE PROCEDURE**

If the matter is serious and/or you wish to raise the matter formally, you may follow the formal grievance procedure outlined below.

### **Principles**

- Meetings under this procedure will be held without unreasonable delay.
- All parties should make every effort to attend a grievance meeting.
- You will be allowed to explain your grievance and how you think it should be resolved.
- The meeting may be adjourned for any investigation that may be necessary
- The need for confidentiality will be respected during every stage of the procedure.

### **Putting your grievance in writing**

You should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager and you feel unable to approach him or her you should put your grievance in writing to the Clerk of Premises Committee or to someone not directly involved in the management of the employee i.e the Clerk to Elders at the Local Meeting.

### **Grievance meeting**

Your manager will call you to a meeting, where possible within 14 days, to hear your grievance. The manager will normally be accompanied by another member of the local meeting, to support him/her with decision-making.

If your grievance is against your manager, an independent panel of two or three Elders and/or Overseers will hear your grievance.

You have the right to be accompanied by a colleague or trade union representative at this meeting.

After the meeting the individual(s) will give you a decision in writing, without unreasonable delay. Where appropriate, they will set out what action will be taken to resolve the grievance. You will be informed that you can appeal if you are not content with the action taken to resolve your grievance. You will be told to whom you should address any appeal, which should be a named person from a panel of Local elders/overseers or Area Meeting trustees who have not previously been involved in the case.

### **Appeal meeting**

If you are unhappy with the decision from the grievance meeting, you should make an appeal in writing within 5 working days of receipt of the decision. Your written appeal should contain your grounds for appeal.

You will be invited to an appeal meeting which will be held without unreasonable delay. Your appeal will be dealt with impartially and by a panel of Local elders/overseers or Area Meeting trustees who have not previously been involved in the case. You have the right to be accompanied by a colleague or trade union representative at this meeting.

After the meeting you will be given a decision, without unreasonable delay. Where appropriate, the decision will set out what action will be taken to resolve the grievance. This decision is final and there is no further right of appeal.