

# Central England Quakers (CEQ)

## Grievance procedure

### 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 line manager. You may be able to agree a solution informally between you. If your grievance relates to your line manager you should first approach the clerk of the meeting or responsible committee, or a Trustee.

### Formal grievance

If the matter is serious (including bullying or harassment) and/or you wish to raise the matter formally you should set out the grievance in writing to your line manager. You should stick to the facts and avoid language that is hurtful or provocative.

Where your grievance is against your line manager and you feel unable to approach him or her you should talk to the clerk of the meeting or responsible committee, or to a Trustee.

### Grievance hearing

Your line manager or other nominated person will call you to a meeting, normally within five working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting you will be given a decision in writing, normally within 24 hours.

### Appeal

If you are unhappy with the decision and you wish to appeal you should set out in writing the reasons why you are appealing, and send it or give it to your line manager or other nominated person within five working days of your receipt of the decision.

You will be invited to an appeal hearing, normally within ten working days of receipt of your appeal, and your appeal will be heard by a panel of representatives of the meeting or the committee responsible for overseeing your functions.

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

After the meeting you will receive a decision, normally within 48 hours. This decision is final.

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