

Grievance Procedure

Dealing with grievances informally

If an employee has a grievance or complaint to do with his or her work or the people he or she works with he or she should, wherever possible, start by talking it over with their manager. The Employee may be able to agree a solution informally between him or her and the Village Hall.

Formal grievance

If the matter is serious and/or the employee wishes to raise the matter formally he or she should set out the grievance in writing to his or her manager. He or she should stick to the facts and avoid language that is insulting or abusive. Where his or her grievance is against his or her manager and he or she feels unable to approach him or her, he or she should talk to another manager.

Grievance hearing

The employee's manager will call him or her to a meeting, normally within five days, to discuss the grievance. He or she has the right to be accompanied by a colleague, trade union representative or a friend at this meeting if he or she makes a reasonable request. After the meeting the manager will give his or her decision in writing, normally within 24 hours.

Appeal

If the employee is unhappy with his or her manager's decision and he or she wishes to appeal he or she should let his or her manager know. He or she will be invited to an appeal meeting, normally within five days, and his or her appeal will be heard by a more senior manager. He or she has the right to be accompanied by a colleague, trade union representative or a friend at this meeting if he or she makes a reasonable request. After the meeting the manager (or owner) will give him or her a decision, normally within 24 hours. The manager's decision is final.