



## GRIEVANCE POLICY AND PROCEDURES

### **Principles:**

This document should be read in conjunction with all other policies relating to employment i.e. Equal Opportunities – **PP20**, Disciplinary Procedures – **PP15**, Health and Safety – **PP02**, and Safeguarding and Child Protection – **PP12**, and is specific to an individual's grievance.

### **1. Policy:**

- a. The Let's Play Project promotes open communication between all members of Trustees, management, staff and volunteers.
- b. Everyone is encouraged to raise their queries and problems freely whether it concerns their work, their working environment or their working relationships.
- c. If possible they should be resolved quickly and satisfactorily to all parties involved.

### **2. Procedures:**

- 2.1** We would hope that all matters could be resolved informally in discussion with the Line Manager but recognise that that may not always be the case.
- 2.2** For allegations regarding Safeguarding issues against staff and volunteers, contact:

Alison Beasley – Acting LADO  
Telephone: 01865 323457  
Email: [Alison.beasley@oxfordshire.gov.uk](mailto:Alison.beasley@oxfordshire.gov.uk)

### **As a matter of good practice:**

- a. The person with the grievance should be made aware of this procedure
- b. The person should be informed that a written record of the discussions will be taken at each stage and will be given a copy of the meeting and its outcome (within 5 working days).
- c. At **Stage 2 or 3** the person with the grievance may wish to invite a co-worker or friend to be present.

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**2.3 If the grievance cannot be resolved informally then the following procedures should be adopted:****a. Stage 1: Informal procedure:**

- 1) The person with the grievance should contact his/her Line Manager directly. (If the grievance concerns the actions of the Line Manager then it should be raised with another senior Manager or Trustee responsible for staff matters).
- 2) Should the grievance not be resolved satisfactorily to each party then the process should proceed to **Stage 2.**

**b. Stage 2: Formal procedure:**

- 1) The person should write down the substance of the grievance and send it to his/her Line Manager. (If the grievance concerns the actions of the Line Manager then it should be raised with another senior Manager or Trustee responsible for staff matters).
- 2) The Manager must respond within **5** working days and arrange a meeting at which the issues will be discussed.
- 3) Following this meeting a written record of the discussions and the outcome will be given to all attending.

**c. Stage 3: Appeal:**

- 1) If the person with the grievance is not satisfied with the outcome then he/she should appeal in writing, within **14** days of receiving the written record, to a senior Manager/Trustee not previously involved.
- 2) If necessary an independent facilitator can be brought in to aid in bringing about a satisfactory conclusion.

**2.3** Records will be kept of any meetings held and copies issued to all concerned. They will be held on file and retained in accordance with the Data Protection Act 1998.

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