

GRIEVANCE PROCEDURE

Policy Statement: To maintain a high quality of service to our stakeholders, it is the responsibility of all CIN staff to ensure they are following the most up to date and relevant policies and procedures

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Date: 01/03/2017

Policy application: Copts in Need (CIN)

Purpose: To ensure that all CIN staff are aware of the grievance procedure to promote good relations between staff, and fair and consistent treatment for all employees

Review date: 01.02.2020

Signature:

Designation: Copts in Need secretary

Grievance Procedure for CIN

Grievance Procedure

It is the policy of the charity to promote good staff and volunteers relations and great importance is therefore attached to the principle of fair and consistent treatment for all staff and volunteers. CIN recognises that individual staff/volunteers should be able to resolve any individual grievances arising from their employment as fairly, promptly and as near to the point of origin as possible.

Informal meeting

- in the first instance, all grievances should normally be discussed on an informal basis between the individual and their immediate supervisor
- if the individual remains aggrieved after the informal discussion (or where it is inappropriate for the grievance to be dealt in this way), the grievance may be heard formally

Formal procedure

Stage 1

- The aggrieved person is to send a letter to the chairman Dr Awad
- A hearing will be convened within seven working days of receipt of the grievance, attended by the chairman and executive member/ trustee, the person representative if desired, and all concerned parties
- a decision will be conveyed in writing within five working days

Stage 2

- If the individual remains aggrieved after stage1, a further letter of appeal should be addressed within seven working days to the chairman.
- A hearing will be convened within seven working days of receipt of the grievance, attended by the chairman and a trustee, the employee and a representative if desired, and all concerned parties
- a decision will be conveyed in writing within five working days

This then concludes the grievance process