



GRIEVANCE POLICY AND PROCEDURE

Policy Statement

This policy sets out the procedures to be followed on the receipt of a grievance from volunteers.

All clients will be expected to respect and act in accordance with this policy in their work within Crosspoint.

A grievance is most likely to be raised if there is a perception of Policies or Procedures that are unfair, or applied unfairly.

Most other issues should be raised through the complaints procedure, eg.

- dissatisfaction with the provision of a service
- discourtesy, rudeness or unhelpfulness on the part of volunteers.

Procedure

Crosspoint aims to resolve grievances fairly and speedily.

Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably.

If a volunteer has a problem with any other member of the Crosspoint team, and is unable to sort it out informally, the matter should be referred to one of the directors. It is anticipated that some grievances will be sorted out at this stage.

If the problem is serious, or remains unresolved, or the employee wishes to raise the matter formally, the employee can use the formal grievance procedure.

The formal complaint will be made either verbally or in writing by letter. It will be submitted to the Chair of the Board of Directors. In the event of the grievance being against the Chair, the grievance should be submitted to the Vice Chair. The Chair or Vice Chair may ask a fellow director to initiate the Grievance Procedure.

Stage 1

The complainant will be invited to speak to the nominated director within one week of the grievance being formally raised. A written note of the discussion will be made. Every effort will be made to resolve the issue at this stage.

Stage 2

In the event that resolution is not reached at Stage 1, the complainant will be asked to submit their concerns in writing providing as much detail as possible.

The complainant may be assisted by a colleague. The written issues raised should be discussed with the nominated director within one week of receipt of this documentation. A formal written record of the discussion will be made and signed by both parties. The nominated director will investigate the concern and attempt to reach a resolution.

In the event that the grievance is against a member of the Crosspoint team, that person must be given the opportunity to discuss the concern with the director investigating the grievance.

The nominated director will respond to the complainant in writing, within two weeks of the formal discussion, explaining what investigations were carried out and what action, if any, is proposed. Alternatively, if a written response is inappropriate, a further meeting between the nominated director and the complainant will be held and a written record of the discussion made and signed by both parties.

Stage 3

In the event of the situation remaining unresolved, the concerns will be passed to the Chair or other nominated director, along with all documentation associated with the grievance and investigations.

The Chair or other nominated director will review the decision and seek clarification from any of the parties involved. The Chair or other nominated director will write to the complainant within one month of the beginning of Stage 3, giving details of his/her decision. The decision will be final and there will be no further right of appeal.