
Grievance Procedure

If you are aggrieved about any matter you should go through the following steps:

1. If at all possible both discuss the matter first, with the person with whom you are aggrieved. Both write down the conversation and get a written agreement from each other as to the accuracy of the report.
2. Reply to the other party in writing, as soon as possible, and, in any case within 7 days.
3. If the problem is resolved at this stage no further steps to be taken.
4. If you are not satisfied with the reply, report to your Manager and discuss the matter orally.
5. Your Manager should reply in writing, as soon as possible, and, in any case, within 7 days.
6. If you are not satisfied, you should report the matter, to the Trustee Board.
7. The Chair will reply as soon as possible, and, in any case, within 7 days.
8. If you are still not satisfied the complaint has been dealt with, you may appeal to the Trustee Board in writing for an Appeals Committee to be convened.
9. The appeal will be heard orally and both sides will be allowed to present their case. An oral decision will be given at the end of the hearing and a written decision will be given as soon as possible and, in any case within 7 days.