

Redwick Village Hall Grievance Policy

Introduction

The purpose of this policy is to provide a clear and fair process for volunteers and stakeholders to raise grievances and ensure that they are managed promptly and effectively.

Scope

This policy applies to all Volunteer/s and Stakeholder/s of Redwick Village Hall.

Definitions

1. The Hall – this means Redwick Village Hall and its grounds.
2. Stakeholder – means someone or an organisation that access the facilities of The Hall
3. Volunteer/s – means a person that supports the day to day running and management of The Hall.
4. The Charity – means a person involving in the management/running of The Hall.

Grounds for Raising a Grievance

Grievances can be raised for the following reasons.

Harassment or Bullying – any behaviour that creates a hostile or intimidating work environment, including harassment, bullying, or discrimination for a Volunteer.

Unfair Treatment – Perceived unfair treatment in terms of workload and job responsibilities for Volunteers.

Violation of Policies – Breaches of The Halls policies or procedures that affect the Volunteer or Stakeholder. This includes failure to apply a relevant policy or procedure.

Health and Safety – Concerns related to workplace safety, health hazards, or unsafe working conditions for a Volunteer or Stakeholder.

Discrimination – any form of discrimination based on race, gender, age, disability, religion, or other protected characteristics of a Volunteer or Stakeholder.

Retaliation – this includes retaliation or negative treatment following the reporting of a previous grievance or complaint.

Principles

The following principles shall apply.

Confidentiality

All grievances will be treated with the utmost confidentiality by the Charity.

Fairness

The Charity will impartially and fairly investigate all grievances.

Timeliness

Grievances will be addressed promptly to ensure timely resolution.

Steps to Raise a Grievance

Informal Resolution

In the first instance, the individual/organisation should attempt to resolve the issue informally by discussing it with the Management Committee.

Formal Grievance

If the issue cannot be resolved informally, the individual/organisation should submit a formal written grievance to the Secretary of The Hall at secretary@redwickhall.org.uk

Point of Contact

The designated Secretary of The Hall will be responsible for receiving all formal grievances and may, where appropriate, provide updates to the grievant.

Investigation

Acknowledgement

The grievance officer will acknowledge receipt of the grievance within thirty days.

Investigation

The grievance officer will conduct a thorough investigation, which may include interviews with relevant parties and review of any documentation.

Outcome

The grievance officer will provide a written response to the grievant within forty working days, detailing the findings and any actions to be taken.

Escalation to the Board of Trustee

If the grievant is not satisfied with the outcome of the investigation, they have the right to escalate the grievance to the Board of Trustees.

The grievant must submit a written request for escalation to the Board of Trustees within ten days of receiving the outcome and shall include the reasons for escalation.

The Board of Trustees will review the grievance and make a final decision. The decision of the Board of Trustees is final and binding and without any obligation or commitment to provide feedback to the grievant.

Record Keeping

All grievances and their outcomes will be documented and retained for a minimum of three years.

Review

This policy will be reviewed annually to ensure its effectiveness and relevance.

Contact Information

For further information or to raise a grievance, please contact the Secretary at secretary@redwickhall.org.uk

Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Board of Trustees	10 th October 2024	Initial draft approved	Annually