

GRIEVANCE Policy

A. General Principles

This procedure applies to all employees/volunteers of Arun Sunshine Group.

- (i) It is envisaged that many grievances will be resolved satisfactorily by informal discussion. Where this is impractical, this procedure is intended to ensure that any grievance is settled as fairly, as quickly and as near to the point of origin as possible. The term 'grievance' is related to those aspects of management/staff/volunteer relations initiated at employee/volunteer level and should not be confused with the disciplinary procedure.
- (ii) You have the right to be accompanied by a representative of your choice.
- (iii) Grievances should normally be raised with the person to whom you are immediately responsible.

B. Formal Procedure

Stage 1

Normally a grievance should be raised directly by the Employee/Volunteer with their immediate manager/supervisor, who will be required to conduct a formal interview with the Employee/Volunteer at a mutually agreed time and date, at which the substance of the grievance is discussed. If as a result of this interview action is taken such that the grievance is resolved, the matter ends.

Stage 2

If the grievance is not satisfactorily resolved between the immediate manager/supervisor and the Employee/Volunteer, the grievance shall be referred to the Chair of Trustees who will reply within five working days.

Stage 3

If the Chair has been unable to resolve the grievance it may be referred to the Board of Trustees who will seek to resolve the matter

Stage 4

If the grievance cannot be resolved, then a failure to agree will be recorded.

C. Monitoring

The success of any policy depends upon the commitment of all employees and volunteers but particularly of senior management and Trustees. The effectiveness of the policy in meeting the aims of the Charity can be judged by careful monitoring of the operation of the policy.



Arun Sunshine Group

For Adults With A Learning Difficulty



Charity Reg: 1114803

Appendix - Revision History

Revision date	Summary of Changes	Other Comments
June 2022	Approved by Board of Trustees	Next review due June 2024
May 2024		Next review due June 2026