



GRIEVANCE PROCEDURE

StAnza aims to provide its staff and volunteers with a fair and harmonious working environment. However, we recognise that there may be occasions when the actions of colleagues fall short of our expectations as set out in codes of conduct and policies.

We would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance, we would expect you to raise any complaint directly with the colleague concerned.

The more formal procedure outlined below is intended for use by staff, volunteers and Trustees, where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made by letter or email to the Director, who will acknowledge, in writing/by email within ten working days, the receipt of any complaint. If the complaint is about the Director, the complaint should be addressed to the Chair (marked *confidential*). If the complaint is about the Chair, the complaint should be addressed to the Trustee acting as Secretary, who will consult other Trustees.

This is what StAnza will do:

The Director (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Director (or Chair) will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Director (or Chair) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

Policy adopted: 12 May 2018