

# **GRIEVANCE PROCEDURE**

## **for North East Thames Area Quaker meeting (NETAQM)**

This procedure aims to resolve employee grievances in a sensitive, timely and appropriate manner.

The procedure does not form a part of employees' contracts of employment and may be changed from time to time.

The fact that this procedure is expressed in formal tones does not indicate any reduction in the normal concern and care expected within a Quaker meeting.

The Area Meeting Employment Coordinator should be consulted when this procedure is being followed.

Whilst most decisions and matters may be shared within a meeting, grievances are confidential and those involved in them should maintain this confidentiality.

### **Dealing with grievances informally**

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your designated line manager, who will normally be the Clerk to Premises Committee. You may be able to agree a solution informally between you.

### **FORMAL GRIEVANCE PROCEDURE**

If the matter is serious and/or you wish to raise the matter formally, you may follow the formal grievance procedure outlined below.

#### **Principles**

- Meetings under this procedure will be held without unreasonable delay.
- All parties should make every effort to attend a grievance meeting.
- You will be allowed to explain your grievance and how you think it should be resolved.
- The meeting may be adjourned for any investigation that may be necessary
- The need for confidentiality will be respected during every stage of the procedure.

#### **Putting your grievance in writing**

You should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager and you feel unable to approach him or her you should put your grievance in writing to the Local Meeting Clerk.

## **Grievance meeting**

Your manager will call you to a meeting, where possible within 14 days, to hear your grievance. The manager will be accompanied by another member of the local meeting, to support him/her with decision-making.

If your grievance is against your manager, the Local Meeting Clerk will nominate a panel of at least two Local Meeting Elders or Overseers to hear your grievance, where possible within 14 days. All parties will treat the matter with due regard to confidentiality.

You have the right to be accompanied by a colleague or trade union representative at this meeting.

After the meeting the panel will give you a decision in writing, without unreasonable delay. Where appropriate, they will set out what action will be taken to resolve the grievance.

You will be informed that you can appeal if you are not content with the action taken to resolve your grievance.

## **Appeal meeting**

If you are unhappy with the decision from the grievance meeting, you should make an appeal in writing within 5 working days of receipt of the decision. Your written appeal should contain your grounds for appeal. You should address your appeal to the Clerk to AM Trustees.

Your appeal will be dealt with impartially and individuals who have not previously been involved in the case. The appeal meeting will be held without unreasonable delay.

Two AM Trustees will hear your appeal.

.

You have the right to be accompanied by a colleague or trade union representative at the appeal meeting.

After the meeting you will be given a decision, without unreasonable delay. Where appropriate, the decision will set out what action will be taken to resolve the grievance. This decision is final and there is no further right of appeal.