

FERRING RETIREMENT CLUB

GRIEVANCE PROCEDURE

1. What is a Grievance?

A grievance relates to a concern, problem or complaint from one person about another.

2. Methods of Dealing with Grievances

There are two methods of dealing with grievances – informally and formally. As a general rule, the informal approach should be used in the first instance.

2.1 Informal procedure

Individuals should aim to settle their grievance informally by talking directly to the person against whom they have the grievance. Usually, a polite discussion and, if necessary, an explanation/apology will resolve the matter satisfactorily. If the matter cannot be resolved after raising it informally, the formal procedure should be used.

2.2 Formal Procedure

2.2.1 If it is not possible to resolve a grievance informally, individuals should raise the matter formally with a Trustee, setting out in writing the facts and nature of their grievance. This will be passed to the Chair.

2.2.2 Upon receipt of the written formal grievance, the Chair will arrange to meet with the aggrieved person as soon as possible, ideally within 10 working days.

2.2.3 At the meeting with the Chair, the aggrieved person will have the opportunity to explain their grievance and to suggest how they think it should be resolved.

2.2.4 If, during discussion, it is deemed necessary to investigate the matter in order to establish any facts or consult third parties, the meeting may be adjourned. The meeting should be reconvened as soon as practically possible after the investigation is completed.

2.2.5 At the end of the meeting, the Chair will advise the complainant of what action will be taken, if any, and will confirm that decision in writing.

2.2.6 Where the grievance is not upheld, the reason will be explained to the complainant.

2.2.7 If the complainant disagrees with the Chair's decision, they will be given details of their right to lodge a formal complaint under the Complaints Procedure (see separate policy document).

3. Meetings

Individuals have the right to be accompanied at any formal meetings by a 'companion'. This could be a friend or family member but should not be anyone who may prejudice the case or have a conflict of interest.

3.1 The role of the companion is to provide support to the complainant and they may:

- address the hearing

- put forward the complainant's case and sum up
- confer with the complainant and provide advice

The companion may not answer questions on behalf of the complainant.

- 3.2 Both the complainant and their companion should make every effort to attend scheduled meetings. If the companion is unavailable to attend any formal meetings, the meeting may be postponed for up to 5 working days from the original meeting date.
- 3.3 All meetings will be attended by an independent note taker to ensure that decisions and actions are agreed by both parties as a true reflection of the meeting.

4. Review

This procedure shall be circulated to all Trustees for information and review annually.

Approved by the Trustees: 12 September 2023