

Grievance Procedure

Aim of the Procedure.

The aim is to settle grievances or complaints fairly, simply, and quickly. Every effort will be made to resolve issues at the earliest possible stage in a satisfactory and amicable manner.

If a member of staff or volunteer has a problem with another member of staff or other volunteer, and is unable to sort it out informally, the matter should be referred to the Chair of Trustees.

Often a quiet word or asking for support from the Chair may be all that is needed to resolve an issue.

If the problem remains unresolved the member of staff/volunteer should raise the matter formally using this grievance procedure.

The Procedure.

Raise the grievance in writing.

The member of staff/volunteer should raise a grievance without unreasonable delay, normally within one month of the incident (or final incident) which gives rise to the complaint.

The member of staff/volunteer must detail, in writing, all aspects of the grievance, with dates, times, witnesses, etc. as applicable. Members of staff/volunteers should stick to the facts and avoid insulting or abusive language.

The matter should be raised with the Chair of the Board of Trustees, or another one of the

JHAW is a Registered Charity in England and Wales, Charity Registration Number: 1178852.

Trustees if that is more appropriate.

Where members of staff/volunteers have difficulty expressing themselves because of language or other difficulties they may like to seek help from colleagues or friends.

Invitation to a Grievance Meeting

The Chair, or other Trustee if appropriate, will invite the member of staff/volunteer to attend a meeting, as soon as possible, to discuss the matter.

The member of staff/volunteer is entitled to be accompanied by a colleague or friend at the meeting, and this will be explained when the invitation is issued.

Reasonable adjustments will be made for disabled members of staff/volunteers, such as allowing a support worker or sign language interpreter.

Grievance Meeting.

Where possible, someone not involved with the grievance will be appointed to take accurate notes of the meeting.

The Chair, or another appropriate Trustee, will introduce the meeting, read out the grounds of the member of staff's/volunteer's grievance, ask the member of staff/volunteer if they are correct and ask the member of staff/volunteer to provide clarification regarding details of the grievance that may be unclear.

The member of staff/volunteer will be given the opportunity to put forward their case and say how they would like to see it resolved. The member of staff/volunteer may call witnesses and refer to any documents previously provided to the Chair or other Trustee.

The Trustee chairing the meeting may question the member of staff/volunteer and any of the member of staff's/volunteer's witnesses.

The member of staff/volunteer/companion will be given the opportunity to sum up but may not introduce any new material.

The meeting may be adjourned by the Chair if it is considered necessary to undertake further investigation. Any necessary investigations will be carried out to establish the facts of the case. The meeting will be reconvened as soon as possible.

Having considered the grievance, the Chair will give their decision regarding the case in writing to the member of staff/volunteer as soon as is practical. If appropriate, the decision will set out what action JHAW/CHIC intends to take to resolve the grievance or, if the grievance is not upheld, will explain the reasons. This will also include notifying the member of staff/volunteer of their right of appeal and the procedure to be followed.

Any member of staff/volunteer who is the subject of a grievance should be provided with an opportunity to respond to the complaints made against them.

If still unresolved, the member of staff/volunteer may refer the matter, in writing, to the Chair of the Board of Trustees, or if the Chair has already been involved in an earlier stage of the procedure, to another appropriate Trustee

The member of staff/volunteer wishing to appeal against a grievance decision, must do so in writing within five working days of receiving written notification of the grievance decision, stating the reasons for the appeal. Any documents submitted in support of the appeal must be attached.

Arrangements for the appeal meeting will be made by the Chair (or other Trustee if appropriate) who will ensure that a note-taker is present if possible. The appeal meeting should be held without unavoidable delay. Where possible, at least two members of the Board will constitute an Appeal Panel. The trustee or trustees hearing the appeal should, if possible, have had no direct involvement in the case.

The member of staff/volunteer is entitled to be accompanied by a work colleague or friend at the appeal.

The meeting may be adjourned by the Appeal Panel or person hearing the appeal if it is considered necessary to undertake further investigation. The meeting will be reconvened as soon as possible.

The decision of the Appeal Panel or person hearing the appeal shall be final.

Review

From July 2027, this policy will be reviewed on an annual basis.

This policy was reviewed on: 23 September 2026.

Next review due: July 2027.