

Mearns FM Grievance Procedure

For all Employees / Volunteers

Introduction

The following is the Statement of Grievance Procedures and is subject to periodic reviews and updating.

Grievance Procedures

The purpose of the grievance procedure is to ensure that Mearns FM behaves fairly in dealing with your right to express any Concerns, Problems or Complaints relating to your Employment or Voluntary post, including the right to express dissatisfaction with any grievance action taken against you.

- Mearns FM / Employees / Volunteers should raise issues promptly and should not unreasonably delay meetings, decisions or confirmation of decisions.
- Mearns FM should act consistently
- Mearns FM should carry out investigations to establish facts
- Employees / Volunteers at all stages in this procedure be advised or accompanied by a colleague or representative or you may elect to have this person present your complaint on your behalf.
- Mearns FM should allow an appeal against any formal decision

Accordingly, Mearns FM reserves the right to depart from the precise requirements of its Grievance procedure where it is expedient to do so and where the resulting treatment of its employees is no less fair.

All cases of Grievance Action under these procedures will be recorded and placed in Mearns FM records.

A copy of Mearns FM Grievance Records concerning the employee will be supplied to the employee at his/her request.

The time limits stated in Stage 1 and 2 may be extended by mutual agreement.

Acknowledgement of receipt of a complaint at Stage 2 and Stage 3 will be made immediately in writing by Mearns FM.

The following steps will be taken, as appropriate, in all cases of Grievance Action:

Stage 1 Discussion of Concerns, Problems or Complaint between the Employee / Volunteer and Team Leader

Any Concerns, Problems or Complaint relating to any aspect of Employment or Voluntary Post should be directed in the first instance to your Team Leader, If Grievance is against your Team Leader then your complaint should be directed to another Team Leader. Initial action to redress the complaint will normally be taken by the Team Leader within 24 hours, but if, for justifiable reasons this is not possible, within 3 working days. If (a) the Team Leader fails to initiate discussions within this time or, (b) agreement has not been reached within a further 3 working days Stage 2 of the procedure will be invoked unless both you and the Team Leader agree to extend the period under Stage 1. The Team Leader must be given a written copy of the complaint sent to the Chairman before the invocation of Stage 2 of this procedure.

Stage 2 Discussion of the Concerns, Problems or Complaint with the Chairman.

If agreement has not been reached at Stage 2, the complaint must be made in writing to the Chairman who will discuss the complaint with you and the Team Leader and will seek a mutually acceptable solution. In the event that agreement is not reached, the Chairman will issue his or her decision. All decisions at this stage will be confirmed in writing by the Chairman. Initial action at this stage must be taken by the Chairman within 3 working days of the complaint being received. If a mutually satisfactory decision has not been reached within five working days of that date, you may invoke Stage 3 of the procedure.

Stage 3 Discussion of the Concerns, Problems or Complaint by the Board of Representatives.

In the event that you are dissatisfied with the action taken under Stages 1 and 2 of this procedure, you may submit, through the Chairman, an appeal, in writing, to the Board of Representatives. A special meeting of the Board will be convened at the earliest possible date. The decision of the Board is final, and will be confirmed in writing within 1 week of the Meeting.

Committee Appeals Procedure

No other Employee / Volunteer will be present at the Board Meeting other than you (and if you wish, your representative). The Chairman will outline the details of the complaint, the parties involved, the procedures applied and the decision so far reached. Both you and the Chairman will then in turn be given the opportunity to present a case to the Board and to ask questions of one another. The Board may also put questions to you and the Chairman at this stage. You, your representatives and Chairman will then withdraw. The Board will then discuss the complaint then reach its decision which will be confirmed in writing.