

## Inverbrothock Out of School Care Club

Charity Number: SC030097

### Grievance Procedure

#### **Introduction**

The objective of this procedure is to restore harmony to relationships at work, which may have had an adverse effect on the organisation's operation. The manager, to whom a grievance is normally reported, must investigate the facts in detail, and this may well require them to hold interviews with the member of staff bringing the grievance to resolve the matter at each stage before proceeding to the next.

#### **Stage 1**

If an employee has a grievance relating to their employment it should be first discussed with the manager. If the grievance is with the manager, then the committee must be contacted.

#### **Stage 2**

If, following this discussion, the employee is still dissatisfied, the complaint should be put in writing to the manager or the management committee if the original discussion was with the manager.

The manager or management committee will arrange a further discussion of the problem with the employee, their supervisor and one representative from the management committee. The employee will be given five days written notice of this meeting and may bring a friend or representative to the meeting.

If agreement is reached this will be recorded in writing. If agreement is not reached the manager or management committee will respond in writing to the employee's complaint within seven days of discussion being held.

#### **Stage 3**

If the employee is not satisfied with the written response a written appeal should be submitted through the manager who will convene a special meeting of the organisation with the management committee to hear the employee's complaint. The manager shall attend this meeting to give information only. The other participants in the previous grievance procedure shall attend. The employee will again receive five days written notice and can attend with a friend or representative. The decision of the meeting shall be final.

The above policy is approved and hereby adopted by the IOOSCC Committee.  
Updated February 2023.