Darwen Asylum Refugee Enterprise

Staff Grievance Policy

Our Principles

We aim to provide the highest standard of working environment, where all staff are supported, treated fairly and kept safe. However, we recognise that, even in the best run organisations, things can go wrong.

Informal Resolution

If a staff member has a grievance, they should first attempt to resolve the issue informally by discussing it with their immediate supervisor. The supervisor will listen to the staff member's concerns and take appropriate action to address them.

Formal Grievance

If the issue cannot be resolved informally or if the staff member is not comfortable discussing the issue with their supervisor, they should submit a formal grievance in writing to the board of trustees. The grievance should include details of the issue, when it occurred, and what actions the staff member would like to see taken to resolve it.

Investigation

Upon receipt of the grievance, the trustees will promptly investigate the matter. This may involve conducting interviews with the staff member, witnesses, and the person against whom the grievance has been raised.

Grievance Hearing

If the investigation reveals that the grievance is valid and cannot be resolved informally, a grievance hearing will be arranged. The hearing will be conducted by a neutral party, and the staff member and any witnesses may attend to present their case.

Decision

After the grievance hearing, the decision will be communicated in writing to the staff member. The decision may include recommendations for changes in the work environment or processes to address the issue.

Appeal

If the staff member is not satisfied with the decision, they may appeal in writing to the charity's board of trustees within 7 days of receiving the decision. The appeal will be heard by a different panel of trustees, and the decision will be final.

Confidentiality

All information related to the grievance procedure will be treated as confidential, and only those involved in the investigation, grievance hearing, or appeal process will be informed of the details.

It's important to ensure that all staff members are aware of the grievance procedure and how to access it. The procedure should also be reviewed regularly to ensure it remains effective and relevant to the organisation's needs.

Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Trustees		Initial draft approved	Annually