

# **WARWICK ROAD UNITED REFORMED CHURCH**

## **PROCEDURE FOR DEALING WITH GRIEVANCES AND RESOLVING DISPUTES**

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## **1 INTRODUCTION**

- 1.1 The procedure exists to resolve problems encountered by staff and is used for dealing with any grievances or disputes involving other members of staff or general working conditions. Complaints by a member of the public are not dealt with under this procedure but through the Complaints Procedure.
- 1.2 If you believe you have good grounds for a grievance, you should not feel intimidated about using the procedure.

## **2 GRIEVANCE AGAINST ANOTHER MEMBER OF STAFF**

- 2.1 The procedure has three stages :

### **Stage 1**

You are encouraged initially to raise the problem directly with the other person.

### **Stage 2**

If you are dissatisfied with the outcome of this first meeting, or if you wish to proceed immediately to this stage of the process, you should then raise it formally at a meeting with the other person and your Line Manager or Service Organiser. The Line Manager/Service Organiser will then put his/her recommendations in writing within 10 working days, and give a copy to you and the other person.

### **Stage 3**

If you are dissatisfied with these recommendations, you may request, by writing to the Chair of the Trustees within 10 days of the receipt of the recommendations, a meeting of the Trustees or nominated sub-group, who will meet within ten working days of receipt of this request. The request will detail in full the nature of the grievance, the reasons for your dissatisfaction with the decision of the Line Manager/Service Organiser and any other information you think relevant. At the meeting of the Trustees, you and the other person will be entitled to attend and to address the meeting.

If you are dissatisfied with this decision, you may have the right to pursue the matter further under civil law and should consult with your trade union, legal or other adviser on what further steps you may take.

Throughout the procedure, you are entitled to be represented by your trade union or by a friend, and should you be party to a complaint made by another person, you will also be entitled to be similarly represented.

### **3 GRIEVANCE AGAINST A TRUSTEE, YOUR LINE MANAGER OR OTHER CHURCH OFFICER**

3.1 The procedure has three stages:

#### **Stage 1**

You are encouraged to raise this initially directly with the other person.

#### **Stage 2**

If you are dissatisfied with the outcome of this meeting, you may request, by writing to the Chair of the Trustees, a meeting of the Trustees or nominated sub-group who will meet within ten working days. Any person who is the subject of a complaint or who is involved in any way will not be eligible to be a member of the group considering the grievance. Such a request will detail in full the nature of the grievance and any other information you think relevant. At the meeting of the Trustees, you and the other person will be entitled to attend and to address the meeting. The decision of the Trustees will be communicated in writing within ten working days.

#### **Stage 3**

If you are dissatisfied with this decision, you are advised to consult your trade union or other adviser on what further action you may now take under civil law.

Throughout the procedure, you are entitled to be represented by your trade union or by a friend.

### **4 GRIEVANCE INVOLVING WORKING CONDITIONS**

4.1 The procedure has three stages:

#### **Stage 1**

You should raise this initially with your Line Manager or Service Organiser who will communicate his/her decision within three working days.

#### **Stage 2**

If you are dissatisfied with this decision, you may request by writing to the Chair of the Trustees, a meeting of the Trustees or nominated sub-group which will meet within ten working days. The Trustees will request written reports from you and from your Line Manager/Service Organiser and at the meeting you will both be entitled to address the meeting. The decision of the Trustees will be communicated within ten working days.

### **Stage 3**

If you are dissatisfied with the decision of the Trustees, you are advised to consult your trade union or other adviser on what further action you may take under civil law.

Throughout the procedure, you are entitled to be represented by your trade union or by a friend.

If you are a paid member of staff any action taken under this procedure will not be recorded on your personal file unless you request it, but will be recorded separately and you are entitled to see a copy of this file on request if you are directly affected. This record will be retained for a period to be agreed with the Church Centre Manager.