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*Community
Legal Service*



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**“Working to Empower the Community”
in Lancashire and Cumbria**

Pamela Beswick – Chief Executive



Help Point

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SIGNPOSTS GRIEVANCE PROCEDURE

Grievance Procedure for use at Signposts Multi-agency Resource Centre

1. This procedure applies to all staff at Signposts Multi-agency Resource Centre including full time and part time paid employees and volunteers.
2. Should a grievance procedure be initiated against the organisation or any member of it, the grievance must remain confidential until it has been resolved or been through the full grievance procedure process.
3. Where a member of staff as defined above has a grievance on any matter, other than the grading of a post or discipline, an endeavour should be made to resolve the matter either by a direct approach to the person concerned or discussing the matter with the person's immediate superior. The immediate superior may call a meeting of the interested parties, and should let the complainant know their decision as soon as possible, preferably within a period of two working days.
4. Where a complainant is dissatisfied with the reply in paragraph 2 above a written statement of grievance may be submitted to the Project Director within twenty-one days of the decision in 2 above. The Project Director shall call a meeting of the interested parties within five working days, or as soon as practicable thereafter, and shall confirm any decision that they reach in writing within a period of seven working days.
5. Where a grievance is not resolved under paragraph 3, the complainant may, within 21 days of the receipt of the decision under paragraph 3, submit a written statement of grievance together with any earlier documentation and decisions, to the Chair of the Trustees. A meeting shall be arranged within ten working days or as soon as is practicable thereafter with the interested parties to see if the matter can be resolved. The meeting should be documented and any decision should be confirmed in writing within seven working days.
6. If the complainant continues to be aggrieved in respect of the original complaint, then the complainant, within 21 days of the receipt of the decision under paragraph 4 above, may submit a request in writing to the Chair of the Trustees for a meeting of the Grievance Sub-Committee. The request for such a meeting shall be accompanied by a copy of any documents and decisions to be referred to by the complainant.

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North Lancashire
Teaching Primary Care Trust



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7. The Chair of the Trustees shall convene a meeting of the Grievance Sub-committee comprising three Trustees not including him/herself within 21 days or as soon as is practicable thereafter. The interested parties shall be given at least ten days' notice of any such meeting. The decision of the Grievance Sub-committee shall be final as regards the matter of the grievance.
8. Any member of staff who has a grievance shall be entitled to be accompanied at any meetings at which the grievance is to be discussed by a Trade Union representative or other person acting on behalf of the complainant.
9. In the event of the complainant being the Project Director the procedures shall commence at paragraph 4 above.

10. Procedures at the Grievance Sub-Committee

The procedure at the Grievance Sub-Committee is as follows:

- a) The complainant and/or representative shall present their case and shall be heard first. The Project Director will respond with the Centre's case. Both parties may call witnesses in support of their respective cases and both parties and members of the Sub-Committee shall be entitled to question witnesses and any other persons involved. Both parties shall have an opportunity to sum up their respective cases should they so wish.
- b) Either party may request an adjournment of the hearing should they be confronted with evidence of which they had not previously been aware.
- c) At the conclusion of the hearing all present except the members of the Sub-Committee shall withdraw from the meeting. The Sub-Committee shall deliberate the matter in private but may recall both parties and their witnesses should it be considered necessary to clarify points of uncertainty on evidence already given. If a recall be necessary, both parties must return to the meeting notwithstanding only one party being concerned with the point giving rise to doubt.
- d) The decision of the Grievance Sub-Committee, which shall be final as regards the matter which is the subject of the grievance, shall be conveyed to both parties simultaneously orally and shall have immediate effect. The decision shall be confirmed in writing within five working days.

Project Director
November 2003

Project Director
April 2005 _____

Revised September 2007