



## Grievance Policy – V3 December 2025

### 1 Introduction

- 1.1 This policy and procedure is based on a model of a basic grievance process provided by ACAS (The Advisory, Conciliation and Arbitration Service).

### 2 Dealing with grievances informally

- 2.1 If a staff member or volunteer has a grievance or complaint to do with their work with Transom Trust, or the people they work with – they should, wherever possible, start by talking it over with their line manager or project leader. They may be able to agree a solution informally between themselves.

### 3 Formal grievance

- 3.1 If the matter is serious and/or the staff member or volunteer wishes to raise the matter formally – they should:
- set out the grievance in writing to their line manager or project leader;
  - stick to the facts and avoid language that is insulting or abusive.
- 3.2 Where the grievance is against their line manager or Operations Manager, and the staff member or volunteer feels unable to approach them – the staff member or volunteer should talk to a Transom Trust trustee.

### 4 Grievance hearing

- 4.1 The line manager or Operations Manager will call the staff member or volunteer to a meeting, normally within five days, to discuss the grievance. The staff member or volunteer has the right to be accompanied by a colleague or other representative at this meeting if a reasonable request is made by the staff member or volunteer.
- 4.2 After the meeting the line manager or Operations Manager will give the staff member or volunteer a decision in writing, normally within 24 hours.
- 4.3 If it is necessary to gather further information before making a decision, the line manager or Operations Manager will inform the staff member or volunteer of this, and the likely timescale involved.

### 5 Appeal

- 5.1 If you are unhappy with your line manager's or Operations Manager's decision and the staff member or volunteer wishes to appeal – they should let their manager know.
- 5.2 The staff member or volunteer will be invited to an appeal meeting, normally within five days, and your appeal will be heard by the Trustees. The staff member or volunteer has the right to be accompanied by a colleague or other representative at this meeting if a reasonable request is made by the staff member or volunteer.

5.3 After the meeting the Trustees will give the staff member or volunteer a decision, normally within 24 hours. The Trustees' decision is final.

The Trustees will review the policy every 2 years.

Approved by the Trustees on: xx/12/2025

Signature (on behalf of Trustees):

A handwritten signature in black ink, appearing to be 'A. E. O. H. D.', written on a light-colored background.

Next review date: xx/12/2027