



## GRIEVANCE POLICY

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## 1. Policy

The primary purpose of this grievance procedure is to enable staff to air any concerns that they may have about practices, policies or treatment from other individuals at work, or from the Company, and to produce a speedy resolution where genuine problems exist. It is designed to help all employees to take the appropriate action, when they are experiencing difficulties, in an atmosphere of trust and collaboration.

Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by the Company that it will deal objectively and constructively with employee grievances, and that anyone who decides to use the procedure may do so with the confidence that their problem will be dealt with fairly.

This grievance procedure is not a substitute for good day-to-day communication where we encourage employees to discuss and resolve daily working issues in a supportive atmosphere. Many problems can be solved on an informal footing very satisfactorily if all employees are prepared to keep channels of communication between themselves open and working well. This procedure is designed to deal with those issues that need to be approached on a more formal basis so that every route to a satisfactory solution can be explored and so that any decisions reached are binding and long lasting.

This grievance procedure is entirely non-contractual and does not form part of an employee's contract of employment.

## 2. Procedure

If you cannot settle your grievance informally you should raise it formally. This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal grievance.

### Stage 1

In the event of your having a formal grievance relating to your employment you should, in the first instance, put your grievance in writing and address it to your line manager, making clear that you wish to raise a formal grievance under the terms of this procedure. Where your grievance is against your line manager, your complaint should be addressed to an alternative member of Kala Sangam's Senior Management Team. This grievance procedure will not be invoked unless you raise your grievance in accordance with these requirements.

You will be invited to attend a grievance meeting to discuss your grievance and you have the right to be accompanied at this meeting by a trade union official or a fellow employee of your choice. Every effort will be made to convene the grievance meeting at a time which is convenient for you and your companion to attend. If this means that the meeting cannot be held within a timely manner, to be mutually agreed, we ask that you make arrangements with another companion who is available to attend. Any employee who is chosen to accompany another in a grievance hearing is entitled to take paid time off for this purpose.

You must make every effort to attend the grievance meeting.

At the meeting, you will be permitted to explain your grievance and how you think it should be resolved.

Following the meeting, Kala Sangam will endeavour to respond to your grievance within a timely manner, ideally within five working days of the grievance meeting. If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected. You will be informed in writing of Kala Sangam's decision on the grievance and notified of your right to appeal against that decision if you are not satisfied with it.

## **Stage 2**

In the event that you feel your grievance has not been satisfactorily resolved, you may then appeal in writing to the Chair of Kala Sangam's Board of Trustees within five working days of the grievance decision. You should also set out the grounds for your appeal.

On receipt of your appeal letter the Chair, or another Trustee as appointed by the Chair, shall make arrangements to hear your grievance at an appeal meeting. At this meeting you may again, if you wish, be accompanied by a trade union official or a fellow employee of your choice.

You must make every effort to attend the grievance appeal meeting.

Following this meeting the Chair, or other Trustee as appointed by the Chair, will endeavour to respond to your grievance within a timely manner, ideally within five working days of the meeting. If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected. You will be informed in writing of Kala Sangam's decision on your grievance appeal.

This is the final stage of the grievance procedure and this decision shall be final.

Please note that it is prohibited for employees to record (whether covertly or otherwise) the proceedings at a grievance meeting without the express permission of the Company. If the Company discovers that you have done this covertly, you could be subject to disciplinary action.

## **3. Disciplinary Issues**

If your complaint relates to your dissatisfaction with a disciplinary, performance review or dismissal decision, you should not invoke the grievance procedure but should instead appeal against that decision in accordance with the appeal procedure with which you will have been provided.

In the event that Kala Sangam discovers a grievance previously raised by you is malicious, fabricated or falsified it reserves the right to take disciplinary action against you. Please note that this could result in your dismissal for gross misconduct.