



WEALDEN VOLUNTEERING

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Charity number: 1206210

Grievance Policy

Date: October 2024

Review By: October 2026

Chair signature:

Grievance Policy

1. Purpose

This policy aims to provide a clear and fair process for addressing grievances raised by employees, volunteers, or other stakeholders. It ensures that grievances are handled promptly, fairly, and consistently in line with the standards set by the UK Charity Commission.

2. Scope

This policy applies to all employees, volunteers, trustees and stakeholders of Wealden Volunteering.

3. Relevant Legislation

This policy is designed to comply with the following legislation:

- Employment Rights Act 1996:
- Equality Act 2010:
- Data Protection Act 2018:
- Charities Act 2011:

4. Principles

Fairness: All grievances will be handled impartially and without bias.

Confidentiality: Information related to grievances will be kept confidential and shared only with those directly involved in the process, as per the Charity Commission's confidentiality guidelines.

Timeliness: Grievances will be addressed promptly to ensure a swift resolution.

Support: All parties involved in a grievance will be provided with appropriate support.

5. Procedure

Step 5.1: Informal Resolution

5.1.1. The aggrieved party should first attempt to resolve the issue informally by discussing it with their immediate supervisor.

5.1.2. If the issue is of serious concern or cannot be resolved informally, the aggrieved party may proceed to the formal grievance procedure.

Step 5.2: Formal Grievance Procedure

5.2.1. Submission: The aggrieved party should submit a written grievance to their supervisor or the designated grievance officer. The grievance should include details of the issue, any steps taken to resolve it informally, and the desired outcome.

5.2.2 Acknowledgment: The grievance will be acknowledged in writing within 5 working days, as recommended by the Charity Commission.

5.2.3. Investigation: An impartial investigator will be appointed to investigate the grievance. This may involve interviewing the aggrieved party, the person against whom the grievance is made, and any witnesses, following the investigation guidelines provided by the Charity Commission.

5.2.4. Outcome: The investigator will provide a written report with findings and recommendations. The outcome will be communicated to the aggrieved party and the person against whom the grievance was made within 10 working days of the investigation's conclusion.

Step 5.3: Appeal

5.3.1. If the aggrieved party is not satisfied with the outcome, they may appeal in writing to the designated appeal officer or committee within 10 working days of receiving the outcome, as per the Charity Commission's appeal guidelines.

5.3.2. An appeal hearing will be arranged, and an impartial panel will review the case. The decision of the appeal panel will be final.

6. Monitoring and Review

This policy will be reviewed at regular intervals to ensure it remains effective and compliant with any changes in legislation or best practices, as recommended by the Charity Commission.

7. Contact Information

For any questions or further information about this policy, please contact the relevant person at Wealden Volunteering:

CEO: Judith Austin

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Trustee/Volunteer Lead: Sue Buswell

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Chair: Tom Crellin

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