



Wealden Volunteering Grievance Policy

Approved by the Board: July 2026

Next Review date: July 2028

Chair Signature:

A handwritten signature in blue ink, appearing to read 'Paul P. K.', is written on a light yellow rectangular background.

1. Purpose

Wealden Volunteering (WV) is committed to providing a supportive, respectful and inclusive working environment.

This policy sets out a fair and transparent process for employees and volunteers to raise concerns (grievances) about their work, role, or treatment. It ensures issues are addressed promptly, consistently, and in line with ACAS guidance and UK employment law.

2. Scope

This policy applies to:

- Employees (full-time, part-time, temporary)
- Volunteers
- Trustees

It covers concerns relating to:

- Working conditions or environment
- Relationships at work
- Treatment by colleagues, managers, or trustees
- Bullying, harassment or discrimination
- Organisational decisions affecting individuals

3. Relationship with Other Policies

This policy should be used alongside:

- Complaints Policy – for concerns raised by service users or the public
- Whistleblowing Policy – for concerns about wrongdoing (e.g. fraud, illegal activity)
- Safeguarding Policy – for concerns about harm or risk to individuals
- Equality, Diversity & Inclusion Policy – for discrimination-related concerns

Important

- Safeguarding concerns must be reported immediately and handled outside this procedure
- Whistleblowing concerns should follow the Whistleblowing Policy

4. Legal Framework

This policy is informed by:

- Employment Rights Act 1996
- ACAS Code of Practice on Disciplinary and Grievance Procedures
- Equality Act 2010
- Data Protection Act 2018 / UK GDPR
- Charity Commission expectations on governance and fairness

5. Principles

We will ensure that all grievances are:

- Handled fairly, consistently, and without bias
- Addressed promptly and proportionately
- Managed with appropriate confidentiality
- Investigated impartially
- Resolved where possible through early and informal action

We will not tolerate victimisation of anyone raising a grievance in good faith.

6. Confidentiality

Grievances will be handled sensitively and information shared only where necessary.

However, confidentiality cannot be guaranteed where:

- There are safeguarding concerns
- Legal obligations require disclosure
- Information is needed to conduct a fair investigation

7. Grievance Procedure

Stage 1 – Informal Resolution

Where appropriate, individuals are encouraged to raise concerns informally with:

- Their line manager, or
- A relevant supervisor or senior staff member

Many issues can be resolved quickly through discussion.

If the grievance involves the line manager, another appropriate manager should be approached.

Stage 2 – Formal Grievance

Submission

- A formal grievance must be submitted in writing
- It should include:
 - Details of the concern
 - Relevant dates and facts
 - Any steps already taken
 - Desired outcome

Acknowledgement

- Within 8 working days

Investigation

- An impartial person will be appointed
- This may include:
 - Interviews with relevant parties
 - Review of documentation
- All parties will have the opportunity to present their perspective

Grievance Meeting

- A meeting will normally be held to discuss the issue

- The individual may be accompanied by:
 - A colleague
 - A trade union representative (for employees)

Outcome

- A written outcome will be provided
- Normally within 10–20 working days following the investigation
- The outcome will include:
 - Findings
 - Any actions to be taken

This reflects good practice under ACAS guidance.

Stage 3 – Appeal

If the individual is not satisfied:

- An appeal must be submitted within 10 working days
- The case will be reviewed by:
 - A senior manager or trustee not previously involved
- An appeal meeting may be held
- A final decision will be issued in writing within 20 working days

The appeal decision is final.

8. Representation and Support

- Individuals may be accompanied at formal meetings
- Additional support may be provided where necessary
- Reasonable adjustments will be made in line with equality legislation

9. Responsibilities

Board of Trustees

- Ensure effective governance and oversight

- Review serious or escalated cases

CEO

- Ensure fair and consistent implementation
- Appoint investigators and hear appeals where appropriate
- Address issues early and support resolution
- Escalate concerns where necessary

Staff, Volunteers and Trustees

- Raise concerns responsibly
- Engage constructively in the process

10. Record Keeping

- Records of grievances will be kept securely
- Only relevant information will be retained
- Data will be handled in line with **Data Protection Policy**

Records may be used (anonymised) to identify trends and improve practice.

11. Monitoring and Learning

We will:

- Monitor grievance outcomes and themes
- Identify any systemic issues
- Improve policies, practices, and organisational culture

Serious concerns may be escalated to trustees and, where appropriate, reported to regulators.

12. Review

This policy will be reviewed every two years or in response to:

- Changes in legislation
- ACAS guidance updates

- Organisational learning