

Springboard Opportunity Group Grievance Policy



The purpose of this procedure is to provide a means whereby an employee can register a grievance / serious complaint. Springboard aims to respond to all grievance issues at an early stage, fairly and consistently.

Grievances are concerns, problems or complaints raised by a member of staff. They could be about an action taken relating to them that does not involve their conduct or capability, and about actions taken by colleagues.

Initially, any issue of concern should be raised informally with your line manager. If this does not resolve the situation, the formal Grievance Procedure may be implemented but this is a last resort, not a first option.

Issues should be raised and dealt with promptly and unreasonable delays in meeting, decisions or confirmation of decisions will be avoided

The key steps for resolving a grievance are:

- Raise issues promptly and informally with your line manager or, if necessary, the CEO (*e.g. if the complaint is about the line manager*)
- If the issues are not resolved you may request a further informal meeting with your line manager or the CEO, prior to raising a formal grievance.
- If after seeking to resolve your concerns informally you are not satisfied, then set out your grievance in writing to the CEO, (or if the complaint is made by or about the CEO- to the Chair of the Board of Trustees,) explaining your grievance. The Board of Trustees will be notified of any written grievance.
- The facts and circumstances concerning the grievance will be explored and any one else involved will be informed of the basis of the issue and given an opportunity to explain their perspective before any decisions are made
- You will then be invited to attend a meeting to discuss the grievance. You will have the right to be accompanied at the meeting by a work colleague, friend or Trade Union representative. The outcome of the meeting will be confirmed to you in writing.
- You will be able to appeal against the decision. This will be dealt with impartially, and where possible, by a manager or trustee who has not been previously involved in the issue.
- Following an appeal the final decision will be confirmed to you in writing.
- Notes will be kept at all stages of this process and a copy kept on the personal file of the staff member raising the grievance

Further information about handling grievances may be found on the ACAS website.

This policy was adopted at a meeting of Springboard Opportunity Group's Board of Trustees	
Held on:	27.11.18
Signed on behalf of the Trustees:	
Name	Louise Petersen
Role	Chair of Trustees
Date to be reviewed	November 2021