

The purpose of this procedure is to provide a means whereby an employee can register a grievance or 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 by colleagues including Management or about something that happens to them during the course of their employment.

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 by setting out clear timescales for responses.

The procedure for resolving a grievance are:

### Informal

Issues should be raised 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.

### Formal

- 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.
- A Manager will be appointed to hear your grievance
- 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 or Trade Union representative.
- The facts and circumstances concerning the grievance will be explored by the Manager 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. Following the meeting the decision reached by the Manager will be confirmed to you in writing within a maximum of 10 working days.
- You will be able to appeal against the decision reached. Should you wish to do so you will need to confirm in writing to the Manager within 5 working days. A manager or trustee who has not been previously involved in the

- issue will be appointed to hear your appeal and you will be invited to attend a further meeting You will have the right to be accompanied at the meeting by a work colleague or Trade Union representative.
- Following the appeal meeting the Manager or Trustee will reach a final decision which will be confirmed to you in writing within 5 working days
  - Notes will be kept at all stages of this process and copies made available to 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:	15/11/21
Signed on behalf of the Trustees:	
Name	Elizabeth Manning
Role	Chair of Trustees
Date to be reviewed	