

BUCKINGHAM ALMSHOUSES AND WELFARE CHARITY

Grievance Policy

1. Scope

While the Charity does not employ anyone, there may be occasions when a member of the team (trustee or secretary) feels unfairly treated. This policy has been written to cover such occasions, rare though they may be. It is based on materials gathered from ACAS.

2. Stage one

The aggrieved person should in the first instance raise the matter informally with the Chair of the Board. This may not be possible because the Chair might be the aggrieved person or indeed the person who the other feels aggrieved about. In this instance, the informal meeting should be held with the Deputy Chair. The aim of this meeting should be to seek an informal resolution to the matter.

3. Stage two

If it is not possible to resolve a grievance informally, the aggrieved person should raise the matter formally by writing to the Chair of the Board (or Deputy as above) setting out the nature of the complaint and what would constitute a reasonable and acceptable solution. The Chair should respond without unreasonable delay (no more than 3 weeks) in writing and should set out his/her understanding of the nature of the grievance.

This communication should end with a proposal to hold a meeting with the aggrieved person to discuss the grievance. The aggrieved person should be allowed to explain their grievance and how they think it should be resolved. Consideration should be given to adjourning the meeting for any investigation that may be necessary.

The aggrieved person should be allowed to be accompanied at the meeting by a companion from outside the charity to act as listener, observer, supporter and/or advocate. If the chosen companion will not be available at the time proposed for the hearing by the Chair, the Chair must postpone the hearing to a time proposed by the aggrieved person provided that the alternative time is both reasonable and not more than five working days after the date originally proposed.

The companion should be allowed to address the meeting to put and to sum up the aggrieved person's case, to respond on behalf of that person to any views expressed at the meeting and to confer as appropriate. The companion does not, however, have the right to answer questions on the aggrieved person's behalf, or to address the hearing if the aggrieved person does not wish it, or to prevent the other party from explaining their case.

4. Stage three

Following the meeting the Chair will decide on what action, if any, to take. Decisions should be communicated to the aggrieved person, in writing, without unreasonable delay and, where appropriate, should set out what action is intended to resolve the grievance. The aggrieved person should be informed that they can appeal if they are not content with the action taken.

5. Stage four

Where an aggrieved person feels that their grievance has not been satisfactorily resolved they should appeal. They should let the Chair know the grounds for their appeal without unreasonable delay and in writing.

Following this letter, an appeal should be heard without unreasonable delay and at a time and place which should be notified to the aggrieved person in advance. The appeal should be dealt with impartially and wherever possible by three other members of the Board who are not in any way involved and who have not previously been involved in the case.

This group will review the material generated so far and meet with the aggrieved person and any others involved in the case. After due deliberation, the outcome of the appeal should be communicated to the aggrieved person in writing without unreasonable delay.

Document Control

Name of Policy:	Grievance Policy
Version	1.0
Purpose of the Policy:	To ensure that an appropriate response is made to any grievances by any of the charity team (trustees and secretary)
Policy applies to:	All trustees and Secretary of the Charity
Approved by:	BAWC Compliance and Governance Committee
Responsible for its updating:	BAWC Compliance and Governance Committee
Final approval by:	The Board of BAWC
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Policy first issued:	29 th April 2021
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