




Foreland Fields Charity

Grievance Policy

Date of Last Review	6 th May 2025
Review Cycle	Three Years
Date (Month / Year) of Next Review	6 th May 2028
Date Policy was Ratified by CHARITY	6 th May 2025
Named Lead for Writing/Review	Jeremy Edwards
Category of the Policy	General
Signed – Chair 	Date 6 th May

Introduction

If a Trustee has an issue at work, it is usually a good idea for them to raise it informally first.

The Charity will respond even if the issue is raised informally.

A grievance procedure is a formal way for a trustee to raise a problem or complaint.

The trustee can raise a grievance if:

- they feel raising it informally has not worked
- they do not want it dealt with informally
- it's a very serious issue, for example sexual harassment or whistleblowing (see separate Whistleblowing Policy)

The Charity follows the ACAS Code of Practice on disciplinary and grievance procedures:

<https://www.acas.org.uk/acas-code-of-practice-on-disciplinary-and-grievance-procedures/html>

Dealing with grievances informally

If you have a grievance or complaint about your work or someone you work with, you should start by speaking with the Chair, Andy Bull wherever possible. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to the Chair. You should keep to the facts and avoid language that is insulting or abusive.

If your grievance is against the Chair and you feel unable to approach them, you should raise it with Adrian Mount.

The letter or email should include:

- what the grievance is about
- any evidence,
- what you want us to do about it

It is a good idea to be specific where possible. It is also helpful to be realistic.

You can get help from Citizens Advice on:

- [writing a grievance letter](#)
- [checking you've included the right information](#)

Related grievances

If there are two or more related grievances, we will:

- still follow the formal procedure, for all the grievances
- keep information confidential
- consider what each trustee wants
- explain to the trustees how we are dealing with the grievances

There is some flexibility in how to run the grievance procedure in these situations. For example, we could decide to have a single meeting to cover all the grievances, if the trustees agree.

Each trustee still has the right to their own grievance meeting in which trustees who are part of the grievance are not present.

Using mediation

Mediation can be used at any stage. Mediation involves an independent, impartial person working with both sides to find a solution.

The mediator can be someone from inside or outside our organisation. Both sides will need to agree to mediation.

If anything similar has happened before

To keep things fair, we will do all of the following:

- aim to follow the same fair procedure
- gather evidence from all sides
- consider all the information

Keeping written records

We will keep written records of what takes place during the grievance procedure. This includes:

- what the grievance is about
- any decisions and actions taken, and why
- whether the trustee appeals the grievance outcome

In line with data protection law, records will be confidential and only kept for as long as required. For further information on record keeping, please refer to our Data Protection Policy.

Protecting personal information

We will keep all personal information confidential. For further information, please refer to our Data Protection Policy.

If the grievance is about someone else at work

Before getting more information and evidence, we will:

- avoid assuming anything about the grievance or the people involved
- be sensitive to the circumstances and needs of the person the grievance is about, as well as the person who raised the grievance

Deciding on disciplinary action

We will not discipline anyone involved in a grievance before getting all the information and evidence. Further information regarding our disciplinary processes can be found in our Disciplinary Policy.

If there are concerns about trustees in a grievance case working together while the grievance is investigated, we will consider what we can do to mitigate this in the short term.

If we take any type of action, we will make clear to the trustees that it is not a punishment but a temporary change while we look into the grievance.

Investigating

We will investigate the grievance so that we can make a fair decision about the grievance. In the first instance the investigator would be the Chair and in the case of the grievance being made against the Chair the investigator would be Adrian Mount.

Criminal and/or safeguarding matters

If the grievance could be a criminal matter, for example it is related to an assault, the police might need to be involved.

Where the grievance is of a safeguarding nature, we will also follow the processes and procedures as outlined in our Safeguarding Policy, contacting external services/agencies as required and appropriate.

Looking after trustees' wellbeing and mental health

Going through a grievance procedure can be very stressful for everyone involved. This includes:

- the person the grievance is about
- the person raising the grievance

As well as regular, confidential communication, we can arrange any meetings in a more private and comfortable location if this would help the trustee.

The trustee can also seek support from our Director of Operations who is a qualified Mental Health First Aider.

Grievances about a customer, client, pupil or their family or anyone else who does not work for the organisation

We will follow the formal grievance procedure in the same way.

If a grievance is raised while a disciplinary is taking place

We can pause the disciplinary procedure and deal with the grievance first. If the disciplinary and grievance cases are related, we can deal with both at the same time.

If a grievance is raised by more than one trustee

If more than one person has the same grievance, it might be best to raise it collectively. The trustees could agree on one person to raise it and communicate for all of them. The trustees could get more information from their trade union.

Grievance meeting

You will be called to a meeting, usually within five working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative.

We will keep a confidential record of:

- what is said at the meeting
- evidence we have gathered
- any decisions or actions taken

After the meeting we will give you a decision in writing, usually within 5 working days.

If we need more information before making a decision, we will inform you of this and the timescale.

Reasonable adjustments

If you need any reasonable adjustments, for example for a disability, speak to Jeremy Edwards.

Your right to be accompanied

By law, any trustee can bring a 'companion' (relevant person) to a grievance meeting. This is known as 'the right to be accompanied'.

The right is to be accompanied by:

- someone you work on with
- a trade union representative who is certified or trained in acting as a companion
- an official employed by a trade union

You should tell us as soon as possible if you would like a companion and who they will be so we can make arrangements in good time.

Under discrimination law, we will consider a disabled trustee's request to bring someone else for additional support, such as a carer.

The outcome

After following a fair grievance procedure, we will decide on the best outcome based on:

- the findings from meetings and investigations
- what is fair and reasonable
- what we have done in any similar cases before

We will inform the trustee of the outcome as soon as possible and in writing, for example in a letter or email.

If the grievance involved other people in the organisation and it was upheld, we might need to start a disciplinary procedure. More information can be found in our Disciplinary Policy.

If we decide no action is needed

To make sure there is no bad feeling, we will talk privately with the trustee.

Appeal

If you want to appeal against a grievance decision, you must do so within five working days, in writing to Andy Bull, Chair.

You will be invited to an appeal meeting, normally within five working days, with a more senior trustee. You have the right to be accompanied by a colleague or trade union representative.

After the meeting the Chair will give you a decision, usually within five working days. This decision is final.

If the trustee needs to take things further

If the trustee feels they've tried everything and their problem is still not resolved, they could in some cases [make a claim to an employment tribunal](#).

Sharing information

Under data protection law (UK GDPR), we will get consent from the person who provided information before sharing it. This might mean that we need to make some information anonymous before sharing it. You can find out more about data protection on the [Information Commissioner's Office \(ICO\) website](#). Further information can also be found in our Data Protection Policy.

Version Control - Approval and Review

Version No.	Approved by	Approval Date	Main Change	Review Period
1.0	Andy Bull	6th May 2025	Initial policy approved	Three Years