



The Shire Horse Society

Grievance Policy

1. About this policy

- 1.1 This policy helps The Shire Horse Society (the “**Society**”) ensure that complaints, concerns, and problems to do with employment are dealt with fairly and consistently.
- 1.2 Most grievances can be resolved informally through discussion with your manager. If your grievance is about your manager, or you do not want to raise it with your manager for some other reason, you should speak to another senior member of staff.
- 1.3 If taking an informal approach does not resolve your problem, you should use the formal procedure below.

2. Stage 1 – written grievance

- 2.1 You will need to set out the details of your complaint in writing. Include dates, names of individuals involved and any other relevant facts, and tell us clearly that you want to lodge a formal grievance.
- 2.2 Your written grievance should be submitted to your manager. If your manager is part of your grievance, their manager needs to receive your written complaint instead.
- 2.3 How we investigate will depend on the nature of your grievance. We will look at relevant documents and may interview you and/or other people or you to provide information. You must co-operate with us to ensure our investigation is fair and thorough.

3. Stage 2 – meeting

- 3.1 We will invite you to a meeting, usually within 5 working days of receiving your written grievance. The meeting is your opportunity to explain the problem and how you think we should resolve it, and we ask that you make every effort to attend.
- 3.2 You can bring a companion with you to the meeting (see section 5 of this policy). You must let us know as soon as possible if either you or your companion is unable to attend the meeting and we will try to reschedule.
- 3.3 After the meeting, we may need to take further steps to investigate. Sometimes we may ask you for more information or for another meeting.
- 3.4 Following the final meeting we will write to you with our decision and let you know if we plan to take any action to address your grievance.

4. Stage 3 – appeal

- 4.1 If the grievance has not been resolved to your satisfaction, you can appeal in writing within one week of the date on which our decision was sent or given to you. You must address your appeal to the person named in your grievance outcome letter and you



must explain clearly why you are appealing. You should also give us any new evidence you may have acquired since the initial investigation was completed.

- 4.2 We will invite you to an appeal meeting, usually within two weeks of receiving your appeal. Wherever possible, the appeal meeting will not be led by the manager who held the original grievance meeting. You can bring a companion with you to the meeting (see section 5 of this policy).
- 4.3 Our final decision will be sent to you in writing. We try to do this within two weeks of the appeal hearing. You do not have any further right to appeal against our decision.

5. Your right to be accompanied

- 5.1 You are entitled to be accompanied by a colleague or trade union representative at any grievance or appeal meeting under this policy.
- 5.2 If you want to exercise this right, you should tell us as soon as possible who you want to accompany you. It is your responsibility to arrange for them to attend. If you choose a work colleague, we will not prevent them from attending, but we may rearrange the meeting if their absence from work causes operational problems.
- 5.3 Your colleague or trade union representative may explain the key points of your grievance at the meeting and can respond on your behalf, if this is your preference. You can also confer with them during the meetings, but they must not answer questions put directly to you.

6. Confidentiality

- 6.1 We aim to deal with grievances sensitively and with due respect for the privacy of the individuals involved. All staff must treat as confidential any information communicated to them in connection with a grievance. We will treat any breach of confidentiality as a disciplinary matter.