



## **GRIEVANCE / COMPLAINTS PROCEDURE**

### **Introduction**

The aim of this procedure is to enable an employee, client or participant of Pathfinder Trust who has a grievance to pursue the matter in a systematic manner.

It is a firm principle that grievances will be dealt with by all concerned as a matter of urgency.

An employee, client or participant who invokes this procedure shall have the right to be represented by their Trade Union or other representative at all stages.

The procedure is designed to deal with grievances arising directly out of the training or some work practice of Pathfinder Trust.

### **Procedure**

**Stage One:** An employee, client or participant who has a grievance will in the first instance refer the matter orally or in writing to his/her Line Manager who will attempt to resolve the matter within two normal working days from the receipt of the complaint.

**Stage Two:** If the decision is unacceptable to the employee, client or participant the matter must be put in writing and formally referred to Pathfinder Trust's Chief Executive (George Curry). Once committed in writing to the second stage of this procedure the matter will be fully investigated by the Chief Executive which may include formal interviews with personnel affected in order to reach a decision. The employee, client or participant will have an opportunity to state his/her case orally or in writing. A decision will normally be given by the Chief Executive as soon as possible, but in any event not later than six normal working days from receipt of the complaint.

**Stage 3 Appeal Procedure:** If the decision of the Chief Executive is unacceptable to the employee, client or participant there is a right of appeal to North Devon Pathfinder Trust's Board of Trustees. The appeal must be lodged to the Chairperson of the Board within 12 normal working days of the receipt of the Chief Executive's decision.

The Chairperson will make arrangements with all relevant parties of the appeal to be heard and notify all parties of the date of the hearing 10 working days before the date of the appeal hearing.

The Chairperson can require any additional information from any employee, client or participant he/she considers may assist. The Chairperson will be supplied with written statements by both parties outlining their points of view and these will be supplied to the Chairperson at least 10 working days before the meeting.

Parties to the hearing must exchange statements of the case prior to the meeting and where possible agree on common factual evidence.

The Chairperson will notify both parties in writing of the outcome of the appeal within 2 normal working days of the meeting.

**Notes**

After Stage 1, failure to agree at any stage will automatically progress the grievance to the next stage unless withdrawn by the employee or participant. During the procedure time-limits referred to can be altered provided that all parties agree.