



# Shropshire Disability Network

Registered Charity Number 1148256

Your Voice, Your Connections

[www.shropshire-disability.net](http://www.shropshire-disability.net)

Email: [secretary@shropshire-disability.net](mailto:secretary@shropshire-disability.net)

## Shropshire Disability Network Grievance Procedure

This grievance procedure enables SDN to ensure that any problems, complaints or concerns raised by its members are dealt with in a fair, timely and consistent manner. Any discrimination on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin should be countered and dealt with in an appropriate manner.

### 1. Informal

If you have a grievance or complaint regarding your volunteering work, working conditions, working hours, or treatment by colleagues, or if you are concerned about your health and safety, you should first talk the matter over on an informal basis with one of the Management Committee. He/she will discuss your concerns with you and attempt to resolve the matter within a reasonable timescale.

### 2. Formal

If you feel that your grievance has not been resolved or cannot be settled informally, you should speak to SDN Deputy Chair about the issue. You will then be invited to attend a meeting to discuss the grievance; you must take all reasonable steps to attend this meeting. The Chair will consider the matter carefully and communicate the outcome to you in writing within five working days. If any delay

occurs in this time scale, SDN will inform you where possible the reason and advise of a new date.

### 3. Appeal

If you feel that your grievance has not been satisfactorily resolved, you have the right to raise an appeal. Your request for an appeal should be submitted to the Chair of Trustees in writing within five working days of you receiving written confirmation of the outcome of the formal grievance meeting. A further meeting will be arranged so that you can discuss your grievance appeal with the Chair. The outcome will be communicated to you in writing within five working days. Decisions made at this point are final and the grievance procedure is concluded.

You have the right to be accompanied, if you wish, by a fellow volunteer at any grievance and appeal meetings. If your chosen companion is not available at the proposed time, you may request that the meeting is postponed for up to five working days in order that they can accompany you.

Where possible, the different stages of the procedure will be handled by different members of the Management Committee. However, where this is not practicable, the same person may handle the different stages and he/she will act as impartially as possible.

Grievances will be handled with as high a degree of confidentiality as is practicable, particularly when the issue is of a sensitive nature.

Confidential records of the grievance will be kept in SDN's files in accordance with GDPR legislation. Copies of meeting notes will be



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provided to the volunteer, although the SDN reserves the right to withhold certain information (e.g. to protect a witness).

Please note that where timescales are specified in this procedure, they may be extended by mutual consent if necessary.

<b>Review Date</b>	June 2020
<b>Review Author</b>	Ann Shaw, Honorary Secretary, SDN