

# Louth Playgoers Society Limited



## Policy Title – Grievance Policy

**Purpose** - The aims of this grievance procedure are to:

- provide a formal way of resolving an issue if informal methods are unsuccessful
- ensure a grievance is dealt with fairly, consistently and quickly

## Procedure

This policy sets out procedures to follow when dealing with a grievance. At each stage of the formal process a Board member will accompany the theatre manager (or Company Secretary) who is hearing the grievance.

**Policy Governance** The following table identifies who is accountable, responsible, informed or consulted with in regards to this policy.

- Responsible – the person(s) responsible for developing the policy
- Accountable – the person who has ultimate accountability and authority for the policy
- Consulted – the person(s) or groups to be consulted prior to final policy implementation or amendment
- Informed – the person(s) or groups to be informed after policy implementation or amendment.

<b>Responsible</b>	Chairman of the Board
<b>Accountable</b>	Theatre Manager
<b>Consulted</b>	Board
<b>Informed</b>	All Volunteers and employees

## What is a Grievance?

A grievance is a complaint by a team member about an action which has been taken or is proposed to be taken which the employee or volunteer feels is detrimental.

## **Informal grievance**

An informal resolution is the most productive approach. A private conversation with the Theatre Manager (or Company Secretary) is often all that is required to solve an issue. In some cases, Louth Playgoers Society Ltd. will encourage use of a third party, an internal mediator.

Where a grievance is against your Team Co-ordinator/manager, you should raise your concerns with the next level of management or the Board.

If you are not happy with the outcome of your informal discussions you should put your complaint in writing to the Board. It will then be dealt with as a formal grievance.

If you raise an informal grievance you should receive a response within 7 working days of raising it. Timescales can be extended if necessary.

## **Formal grievance**

A team member should submit their grievance in writing to their Team Co-ordinator/manager. If the complaint is about their Team Co-ordinator/manager the team member can submit their grievance to the Company Secretary.

After receiving the written grievance, the Company Secretary will arrange for a formal meeting to be held within 14 working days. The team member will be informed of this and their right to be accompanied by another team member of the theatre or other representative decided by the individual. If the date offered of the first meeting is inconvenient a second date will be offered. If the team member is unavailable on the second date offered the Company Secretary in consultation with another Board member has the right to consider the grievance in the team member's absence. Every effort will be made to coordinate availability of dates. The Company Secretary may ask someone to undertake an investigation if appropriate.

At the meeting the team member (or representative) will state their grievance and produce any supporting information. The Company Secretary will share any information they have obtained if an investigation was carried out. At any point either party can ask for an adjournment.

If the Company Secretary in consultation with the Board is in a position to make a decision after the hearing they will do so. However further investigations may be needed. In these circumstances the Company Secretary will give a time scale for these to take place. The manager can convene a second meeting if necessary or make a decision based on all the information available.

The Company Secretary will convey the decision in writing to the team member outlining their right of appeal against the decision.

If the team member feels their grievance has not been satisfactorily resolved they can appeal and progress to stage 2 – the final stage of the grievance process. The grounds for the appeal must be submitted, in writing, within 14 working days of the outcome to Chairman of the Board.

### **Grievance – Stage 2 Appeal**

The process will be the same as stage 1. Only the Chairman of the Board should handle the appeal. This is the final stage of the grievance process.

### **Overlapping grievance and disciplinary cases**

Where a team member raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.