



## GRIEVANCE PROCEDURE

There may be occasions when you have a problem relating to your colleagues, which could have an adverse effect on your performance and attitude unless resolved.

Should this situation arise, it is hoped that this can be resolved on an informal level between you and the person concerned. If the matter cannot be resolved in this way then you should follow StreetlightUK's procedure below, which has been designed to settle grievances as quickly as possible.

1. All grievances will be dealt with as speedily as possible. At every stage the employee or volunteer will have the opportunity to state their case, accompanied by a supporter of their choice.
2. If the grievance is with the employee's or volunteer's Team Leader or Project Manager, it shall be referred to the Streetlight UK Trustees.
3. The employee or volunteer should raise the grievance in writing to the person to whom she/he normally reports. A meeting will be arranged to discuss the grievance as soon as possible, not less than 5 working days from when it was raised.
4. All requests for consideration under the grievance procedure must be in writing. Notes of discussions held will be made. A copy of these notes will be given to the parties concerned.
5. If you are dissatisfied with the outcome of the meeting you have the right to appeal in writing, to the Chair of Trustees.
6. If the matter is not resolved within 10 working days, it will be referred to the CEO or Chair of Trustees, who will call a meeting within 15 working days.
7. If not satisfactory conclusion is reached by this stage, the parties will consider whether conciliation or arbitration is appropriate. The organisation may refer the dispute to ACAS or another mediation agency, whose findings may, by mutual prior agreement, be binding on both parties.

This procedure will be reviewed annually and updated if necessary.