# Helmsley Open Air Swimming Pool – Grievance Policy

**Overview**

The purpose of this policy is to ensure that employee/volunteers(s) of Helmsley Pool have a mechanism to raise a grievance or complaint to do with their work or the trustees they work with. This policy also applies to grievances arising between trustees.

Wherever possible, the employee/volunteers(s) should talk with a trustee or trustees to endeavour to agree an informal solution.

The aim of the trustees is to ensure that grievances are resolved quickly, fairly and effectively.

# Formal Grievance

If an employee/volunteers(s) wishes to raise a matter formally, they should set the grievance or complaint out in writing to the Chairman. The employee/volunteers(s) also has the option to approach another trustee in confidence. The grievance should not be taken to a full trustee meeting.

It is important that the employee sticks to the facts surrounding the grievance or complaint and avoids language that is insulting or abusive.

# Grievance Meeting

The Chairman or an agreed trustee, will arrange a meeting with the employee to discuss the grievance. This meeting should be arranged expeditiously at a mutually agreed place.

The employee has the right to be accompanied by a trustee or third party, whose role is to act as a support rather than to take an active part in the meeting.

At least two trustees will be in attendance to consider the grievance. These two trustees will not have any involvement in, or conflict of interest arising out of the grievance under discussion. A decision will be given in writing within 48 hours or as reasonably soon thereafter.

The employee has a right to appeal the decision. In this instance, an appeal meeting will be held with at least two trustees who did not attend the original meeting.

A final decision will be given within 48 hours or as reasonably soon thereafter.

This policy is meant to supplement good judgment. The Trustees should respect its spirit as well as its wording and in all things common sense will prevail.

Date Adopted: 3rd October 2019 Next review date: October 2020

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