



incorporating TransWilts Community Rail Partnership

TWP11

Grievance Procedure

1. Introduction This procedure enables TransWilts to ensure that any problems or complaints or concerns raised by employees or volunteers are dealt with in a fair, timely and consistent manner. If an employee or volunteer has a grievance or complaint regarding the following, it should be raised in line with this procedure;
 - 1.1. Their work, working conditions, pay and benefits, working hours, or
 - 1.2. Discrimination on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin, or
 - 1.3. Treatment by colleagues including harassment and bullying, or
 - 1.4. Their health and safety or
 - 1.5. A breach of employment rights, or
 - 1.6. Any issue or concern affecting their employment or volunteering activity
2. Informal Procedure
 - 2.1. In the first case, wherever possible, discuss the grievance with the immediate person managing your activity on an informal basis. The leader or manager, for example Community Rail Officer, will discuss the concerns with the individual and attempt to resolve the issue within a reasonable timescale. Where it is not possible for an employee or volunteer to talk to their immediate leader or manager, or if the complaint or grievance is concerning the leader or manager, the employee or volunteer should talk to the next most senior person. TransWilts recognises that in a small organisation our reporting structure is short. The Community Rail Officer is responsible for coordinating and organizing volunteer activity and reports to the Chairman/CEO of the Board. issues need resolving quickly and are better brought to the attention to the relevant party quickly and informally.
 - 2.2. Where the informal procedure is used, both parties should keep a record of the date and content of the meeting and any proposed action.
 - 2.3. If the informal procedure does not settle the matter then the formal grievance procedure is the next step.
3. Formal Grievance Procedure

- 3.1. TransWilts are a member of ACoRP and seek to comply with best practice. TransWilts may request arbitration by ACoRP, or by a neighbouring CRP with HR department support, before undertaking a formal grievance procedure.
 - 3.2. If the informal procedure or arbitration has not resolved the issue and the grievance continues, the employee or volunteer must make a written statement detailing the issue to the line manager. In the case of a volunteer this will usually be sent to the Community Rail Officer.
 - 3.3. Where the complaint is regarding the line manager the employee should send the written statement to the Chairman of the Board. In the case where the Chairman is the line manager, the statement should be sent to another Board member.
 - 3.4. Upon receiving the written statement the recipient will without unreasonable delay arrange for a formal meeting to discuss the matter. This meeting should usually be within a working week from receipt of the grievance statement.
 - 3.5. The meeting will not take place until the line manager has had a reasonable opportunity to consider their response. Before the meeting a thorough investigation will be made of the facts relating to the statement.
 - 3.6. The employee may, following a reasonable request, have a chosen companion to attend the meeting. The companion may not answer questions on behalf of the employee but may sum up and confer with the employee. TransWilts are not bound to accept the employee's choice of companion.
 - 3.7. All parties will make every effort to attend the grievance meeting.
 - 3.8. The grievance meeting will seek to resolve the issue and the employee should explain how they think it could be resolved.
4. Meeting Outcome
- 4.1. Following the meeting and without unreasonable delay the TransWilts line manager will set out in writing the conclusions of the meeting and action they intend to take.
 - 4.2. Any action to be taken will be monitored and reviewed as appropriate to ensure the issue has been dealt with.
 - 4.3. The employee has a right to appeal if they feel the grievance has not been satisfactorily resolved.
 - 4.4. Any appeal will be dealt with by impartially and with an external ACoRP manager who has not been previously involved with the case.
 - 4.5. The appeal hearing is not a review of the original case but consideration of

the areas of dissatisfaction in relation to resolution of the grievance.

4.6. Decisions made at the appeal are final and the grievance procedure is concluded.

5. Confidentiality

5.1. Grievances will be handled with a high degree of confidentiality

5.2. Confidential files in connection with the grievance will be kept with the employees personnel record in accordance with the Data Protection Policy.

6. Special Cases

6.1. Where a grievance is raised during a disciplinary process, the disciplinary process will be suspended until the grievance has been dealt with first.

This procedure was reviewed and approved by the Board May 2019.