

Music & Arts for the Shepway Community (MASC)



Grievance Policy and Procedure

2022

MASC Grievance Policy & Procedure

This policy is designed to provide an effective means by which any dissatisfaction you may feel relating to your position or circumstances can be aired & resolved.

Nothing in this procedure is intended to prevent you from informally raising any matter you wish to mention & hopefully resolve any dispute before the need for an official record. However, if you do wish to raise a formal grievance the following would be some of the circumstances when such a course of action may be appropriate.

- If you have a problem with MASC, their management or their treatment of you
- If you have a problem with people that you come into contact with whilst working, such as Trustees or Committee Members
- If you have a problem with any other worker
- If you have a problem with your terms & conditions or the decisions that are made about your working
- If you think there is a Health & Safety issue
- If you feel you are being discriminated against
- If you feel you are being bullied or harassed.

If you have a problem with any of these you should first discuss the matter with a representative of MASC. If you are not satisfied that the problem has been resolved you should follow this procedure.

You have the right to be accompanied at any stage of the procedure by a fellow worker or representative who may act as a witness or speak on your behalf.

Step 1 – Your complaint

Details of your complaint in writing must be sent to MASC who will then make arrangements for a meeting with you to discuss the problem. This meeting should take place within 10 days of receipt of your complaint & would be with an appropriate representative of MASC.

Step 2 – The meeting

At the meeting you will be given the opportunity to explain the details of your grievance & what outcome you expect.

Written records made during the grievance process will be treated as confidential & kept in accordance with the Data Protection Act.

After the meeting, you will be informed, in writing, what decision has been made. If MASC agrees with your grievance, you will be told what action will be taken to resolve the problem. If MASC does not agree with your grievance, you will be told the reasons why & advised of your right to appeal the decision.

Step 3 – The appeal

If you are unhappy with the decision following the meeting, you should inform MASC both verbally & in writing within 5 working days.

MASC will make arrangements for another meeting with you. Where practicable this meeting will take place within 10 days of receipt of your decision to appeal.

At the meeting you will be given the opportunity to explain the details of your appeal.

MASC has a duty to act as impartially as possible.

After the meeting you will be told, in writing, what final decision has been made.

If MASC agrees with your grievance, you will be told what action will be taken to resolve the problem. If MASC does not agree with your grievance, you will be told the reasons why.

In certain circumstances it may be helpful to seek external advice & assistance during the grievance process, by mutual agreement. This may be where the relationship with MASC has broken down.

Where a grievance is raised during the course of a disciplinary case, the disciplinary procedure may be stopped until the grievance has been resolved.