



Warwickshire Pride

Registered Charity Number: 1162449

# Grievance Procedure

The grievance procedure is intended as the tool by which a trustee, employee or volunteer (referred to as an employee from hereon) may formally have a grievance, regarding any condition of their employment, heard by the trustees of Warwickshire Pride. The aggrieved employee has the right to representation by a Trade Union representative or a colleague, should a meeting need to take place and in communications regarding the grievance. Observers, whose role is to observe only, may also be allowed to attend meetings.

In the event of an employee wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve Warwickshire Pride employees.

Time scales have been fixed to ensure that grievances are dealt with quickly. However, these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

### Stage 1: Raising a Grievance

An employee who has a grievance, should raise the matter with their line manager immediately, either verbally or in writing. If the matter itself concerns the employee's line manager, then the grievance should be taken to Warwickshire Pride's board of trustees by emailing [info@warwickshirepride.co.uk](mailto:info@warwickshirepride.co.uk). Contacting individual trustees directly is not permitted.

If the line manager, or board of trustees in the event of the line manager being the subject of the grievance, is unable to resolve the matter at that time, then a formal written grievance form should be submitted. The line manager, or board of trustees, should then respond within five working days to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the line manager's, or board of trustee's decision and who to appeal to if still aggrieved.

It is possible that a meeting is required with the employee making the grievance in order to clarify the contents of the grievance or discuss potential evidence. The meeting does not need to be formal in its nature.

The person or people whom the grievance is about may also be asked to attend a meeting and also be asked about potential evidence.

## Stage 2: Appealing a Grievance

In most instances, Warwickshire Pride would expect the line manager's, or board of trustee's decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the line manager concerned or the board of trustees.

The appeal, to Warwickshire Pride's board of trustees, must be made by emailing **info@warwickshirepride.co.uk** within five working days of the original response to the employee's grievance. The appeal must be in writing and contain the original formal grievance. The trustees will attempt to resolve the grievance by ensuring different trustees to who initially looked at the grievance look at the appeal. A formal response and full explanation will be given in writing within seven days.

There is no further right of appeal. Where however both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

## Using Mediation

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

Warwickshire Pride will seek to identify employees or trustees who have been trained and accredited by an external mediation service who can act as internal mediators in addition to their day jobs. When this is not appropriate, Warwickshire Pride will source an external mediation provider. Mediators will work individually or in pairs as co-mediators.

There are no hard and fast rules for when mediation is appropriate, but it can be used:

- For conflict involving colleagues of a similar role, or between a line manager and their staff.
- At any stage in the conflict as long as any on-going formal procedures are put in abeyance.
- To rebuild relationships after a formal dispute has been resolved.

- To address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.

Mediation is not part of Warwickshire Pride's formal grievance procedure. However, if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

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Next review due: January 2027