



Grievance Policy



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1. Introduction

GreenHouse Mentoring (GHM) hopes that all volunteers and GHM service users will find their involvement a positive experience. We aim to deal with any issues raised as quickly as possible.

2. Purpose of the Policy

The purpose of this policy is to define the GreenHouse Mentoring procedure for dealing with complaints or grievances from external bodies, volunteers and staff should they arise.

3. Applicability

This policy applies to all GHM Staff and Volunteers.

4. Definitions

Within this document, the following definitions are understood:

Volunteers any person currently volunteering with GHM with a signed Volunteer Agreement;

Staff any member of the GHM Team with a formal written and signed contract;

External Persons any other person or organisation that has had or is having contact with GHM and does not fall into the above two categories.

5. Policy Authority

This document is approved by the GreenHouse Mentoring Manager.

Version	Written By	Date	Comments
1	Sue Pirks	10/11/2010	Initial Draft – 24/4/2007
2	Ian Pirks	06/03/2013	Second draft – including staff, external complaints and updating document format.

3	Sue Pirks	23/11/13	Updated references to The Elders of Stopsley Baptist Church to reflect change in GHM Management Committee Members
4	Ian Pirks	12/10/2017	Corrected name of document and minor problems with contents page

6. Principles of Policy

The following principles will apply within GHM:

- ◆ In all cases, GreenHouse Mentoring will attempt to find ways of resolving the issue as quickly as possible. The time taken will vary depending on the issue;
- ◆ GHM will aim to deal with any issues raised as quickly as possible;
- ◆ Any formal complaints received in writing will receive an acknowledgement and a written reply will be given;
- ◆ The GHM Manager will keep a log of all grievances and complaints that have been received in writing.

7. Procedure

7.1 Volunteers

Any volunteer who is dissatisfied with any aspect of their volunteering with GreenHouse Mentoring should:

- ◆ Speak to their GHM Supervisor and explain the issue. The supervisor will attempt to resolve the issue, or agree a plan to resolve the issue.
- ◆ If the outcome is still unsatisfactory, or if it is inappropriate to discuss the issue with their supervisor, the volunteer should next contact the GreenHouse Mentoring Manager to explain the issue. The Manager will attempt to resolve the issue, or agree a plan to resolve the issue.
- ◆ If, after discussion with the GreenHouse Mentoring Manager, the issue is still unresolved, or if it is inappropriate to discuss the issue with the GreenHouse Mentoring Manager, a letter explaining the issue, including a summary of any attempts to resolve the issue, should be sent to Lysle Osborne, Executive Director, Stopsley Baptist Church, St Thomas' Road, Luton LU2 7XP.
- ◆ If all the steps above have failed to resolve the issue, a letter explaining the issue, including a summary of all attempts to resolve the issue, should

be sent to GreenHouse Mentoring Management Committee, at Stopsley Baptist Church, St Thomas Road, Stopsley, Luton LU2 7XP.

7.2 Staff

Any member of staff who is dissatisfied with any aspect of their working with GreenHouse Mentoring should:

- ◆ Speak to their GHM Line Manager and explain the issue. The Line Manager will attempt to resolve the issue, or agree a plan to resolve the issue.
- ◆ If the outcome is still unsatisfactory, or if it is inappropriate to discuss the issue with their Line Manager, the volunteer should next contact the GreenHouse Mentoring Manager to explain the issue. The Manager will attempt to resolve the issue, or agree a plan to resolve the issue.
- ◆ If, after discussion with the GreenHouse Mentoring Manager, the issue is still unresolved, or if it is inappropriate to discuss the issue with the GreenHouse Mentoring Manager, a letter explaining the issue, including a summary of any attempts to resolve the issue, should be sent to Lysle Osborne, Executive Director, Stopsley Baptist Church, St Thomas' Road, Luton LU2 7XP.
- ◆ If all the steps above have failed to resolve the issue, a letter explaining the issue, including a summary of all attempts to resolve the issue, should be sent to GreenHouse Mentoring Management Committee, at Stopsley Baptist Church, St Thomas Road, Stopsley, Luton LU2 7XP.

7.3 External Persons

Any external person or body that is dissatisfied with any aspect of their contact with GreenHouse Mentoring should:

- ◆ Be asked to explain the issue to their normal GHM contact.
- ◆ The normal GHM contact will attempt to resolve the issue, or agree a plan to resolve the issue.
- ◆ If the outcome is still unsatisfactory and the external person wishes to make a formal complaint then they should be asked to place their concerns in writing and for this to be sent to the GreenHouse Mentoring Manager. The Manager will:
 - a. Acknowledge receipt of the complaint in writing;
 - b. Attempt to resolve the issue, or agree a plan to resolve the issue;
 - c. Write to confirm the steps taken; explain any issues arising and close the issue;
 - d. Add the issue to the Grievance Log.



- ◆ If, after discussion with the GreenHouse Mentoring Manager, the issue is still unresolved, or if it is inappropriate to discuss the issue with the GreenHouse Mentoring Manager, a letter explaining the issue, including a summary of any attempts to resolve the issue, should be sent to Lysle Osborne, Executive Director, Stopsley Baptist Church, St Thomas' Road, Luton LU2 7XP.
- ◆ If all the steps above have failed to resolve the issue, a letter explaining the issue, including a summary of all attempts to resolve the issue, should be sent to GreenHouse Mentoring Management Committee, at Stopsley Baptist Church, St Thomas Road, Stopsley, Luton LU2 7XP.

8. Monitoring, Evaluation & Reporting

The GHM Manager will record all grievances in a Grievance Log.

9. Policy Review

Next policy review due before: November 2016

Policy last reviewed on: 23/11/2013

Approved by:

Sue Pirks

(GreenHouse Mentoring Manager)

Date

Appendix A – Sample Acknowledgement Letter

Complaint acknowledgement letter template

[insert date]

[insert name]

[insert address]

Our ref: [insert if any]

Your ref: [insert if any]

Dear [insert name]

Heading, eg Complaint about ...

Thank you for bringing your concerns to my attention in [your letter/your email/our conversation] of [date].

I am sorry that you are not happy with the service provided by GreenHouse Mentoring.

As I understand it, you are concerned that [insert your understanding of the issues of concern, using a bulleted or numbered list if there is more than one point]. Please contact me straight away if I have misunderstood your concerns.

I am going to be investigating your concerns. I would be happy to meet you to discuss the issues you have raised and our investigation procedures, if that would be helpful. [Suggest a date and/or provide contact details.]

I am looking into the points you have made as a matter of urgency and shall be in touch with you with a full response by [insert anticipated response time – not longer than 28 working days].

Please do contact me again in the meantime if I can be of further assistance. My email and phone number are given below.

Yours sincerely

Sue Pirks
GreenHouse Mentoring Manager
sue.pirks@stopsley.net
<http://greenhousementoring.org.uk/>

The GreenHouse
16-22 St Thomas' Road
Stopsley Luton
LU2 7UY
tel: 01582 528213

Appendix B – Sample Holding Letter

Complaint holding letter

Date

Name and Address

Our ref [if any]

Your ref [if any]

Dear (add name)

Heading eg: complaint about....

Further to my letter of [date of last correspondence], I am still investigating the detail of your complaint. This is due to [insert the reason for a delay].

I apologise for the delay, and thank you for your patience. I will write again as soon as possible, and at the latest within [give a number of weeks] of the date we received your complaint.

If you need to contact me in the meantime, please do not hesitate to do so. My contact details are above.

Yours sincerely

Sue Pirks

GreenHouse Mentoring Manager

sue.pirks@stopsley.net

<http://greenhousementoring.org.uk/>

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Appendix C – Sample Reply Letter

Complaint final response letter template

Date

Name and address

Our ref: [if any]

Your ref: [if any]

Dear [add name]

Heading, eg Complaint about ...

My investigation into the concerns you raised on [insert date] is now complete.

I will address each of the points you raised as outlined in my earlier acknowledgement letter to you.

[repeat each individual point of complaint, and follow each one with what you found in the investigation. Put this as a numbered list if there is more than one issue.]

1. Point one

I have found that ...

2. Point two

I have found that ...

Outcome

As a result of your complaint we have taken the following action (if not already mentioned above).

1. [action one]

2. [action two]

3. [action three etc]

I am sorry you had cause to complain but I would like to thank you for bringing these matters to our attention. We welcome comments from those who use our services and aim to use these to improve our services.

If you are not fully satisfied with the way we have handled your complaint you have the right to take your complaint to the Operations Director at Stopsley Baptist Church, who you may contact at:

Executive Director,
Stopsley Baptist Church,
St Thomas' Road, Luton
LU2 7XP.

Tel: 01582 727352

Yours sincerely

Sue Pirks
GreenHouse Mentoring Manager
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