

## Woodventurers Grievance procedure

We want you to be happy in your work and enjoy being a Woodland Tutor. It is important you feel respected and valued with those you work with and for.

### Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with the person in question to see if you can resolve it. If the matter is of more concern than a direct conversation, or you feel that the matter is not resolved then please raise it with the programme coordinator. You may be able to agree a solution informally between yourselves at this level.

### Formal grievance

If the matter is serious, unresolved and/or you wish to raise the matter formally you should set out the grievance in writing to the programme coordinator. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against the programme coordinator and you feel unable to approach him or her you should talk to another Coordinator or a member of SLT.

### Grievance meeting

The Coordinator or member of SLT will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

At the grievance meeting, the Coordinator will ask you to explain your concerns in more detail and to answer any questions about them. If possible, the Coordinator will suggest a solution at the meeting but, sometimes, further investigation will be necessary. In this case, the Coordinator will adjourn the meeting until the investigation is complete.

If it is necessary to gather further information before making a decision your Coordinator will inform you of this and the likely timescale involved.

Following this process the Coordinator will confirm in writing the action that the organisation has decided to take.



## Appeal

If you are not satisfied with the proposed action, you can appeal. You must submit the appeal in writing within 5 days of receiving the letter confirming the outcome of your grievance. You should state why you wish to appeal.

WWL will invite you to an appeal hearing, usually within 5 days. Wherever possible, this will be held by a more senior manager than the one who chaired the grievance meeting. You have the same right to be accompanied at this meeting.

The outcome of the appeal hearing will be confirmed in writing, usually within 24 hours.

Appeals must be made in writing to

Woodventurers Office. 42 Maryland Avenue, Swaffham Bulbeck, Cambridgeshire. CB250LT

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