



GRIEVANCE PROCEDURE

Staff, volunteers and farm participants may at some time feel they have a grievance about the way in which they have been treated by another individual or number of individuals or by the Care Farm as an establishment. Grievances can range from dissatisfaction with working or learning arrangements to issues such as harassment, discrimination or bullying.

First (informal) Stage.

Where an individual has a grievance, they should firstly try to resolve the matter informally. This should be done by meeting with the Supervising Officer, taking some notes of the matter into the meeting, which may be given/shared with the Supervisor. If after giving the Supervisor time to deal with the matter and report back, the individual is not satisfied with the response, the grievance may be made formal.

Second Stage.

- The grievance should be put in writing and a copy given to the Supervising Officer.
- The Supervising Officer will then invite the individual to a meeting. The individual may take another person to the meeting to assist, if deemed necessary. At the meeting the individual may present their case in a calm way and if appropriate, make suggestions as to how the matter might be resolved.
- After the meeting, the Supervising Officer must inform the individual of their decision within five days.
- If the individual feels the grievance has not been satisfactorily resolved they have the right to appeal.

Third stage.

- If the individual does not wish to appeal, they should inform the Supervising Officer.
- If the individual does wish to appeal, they must be invited to another meeting. A member of the Board of Directors or other senior person within the management structure of the Care Farm should hold this meeting.

- This should take place within five days of the decision to appeal.

- After the meeting the individual should be informed of the decision.

If the individual is still not satisfied, members of staff could consider making a complaint to an Employment Tribunal and students may complain to their referral agency for instance Social Care, their school or college.