*AYLSHAM COMMUNITY PARTNERSHIP.*

**GRIEVANCE PROCEDURE.**

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 any Director of the Aylsham Community Partnership (ACP). You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the Chair of ACP. The Chair of ACP will convene a group of three Directors not including the Chair to look into your grievance. You should stick to the facts and avoid language that is insulting or abusive.

Grievance hearing

The Directors 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 friend at this meeting.

After the meeting the Directors will give you a decision in writing, normally within 24 hours.

Appeal

If you are unhappy with the Directors’ decision and you wish to appeal you should let the Chair of ACP know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by the Chair of ACP. You have the right to be accompanied by a colleague or friend at this meeting.

After the meeting the Chair will give you a decision, normally within 24 hours. The Chair’s decision is final.

**Approved** by Aylsham Community Partnership Directors meeting on 5 November 2019.

Chair: Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Next review date: December 2020