**NOTE FOR EMPLOYERS**

Below is an example grievance procedure for your use. It is to be used for employees only. Volunteer complaints and concerns should be dealt with in accordance with the volunteer agreement – see [www.quaker.org.uk/employers](http://www.quaker.org.uk/employers) for further information.

If you are handling a grievance matter, you are strongly advised to read the ACAS Code of Practice on Disciplinary and Grievance Procedures as well as the ACAS Guide ‘discipline and grievances at work’. Both are available from [www.acas.org.uk](http://www.acas.org.uk).

If you feel you need further advice, you could call ACAS for free advice, on 0300 123 1100.

# EXAMPLE GRIEVANCE PROCEDURE – xx AREA QUAKER MEETING

## This procedure does not form a part of your contract of employment and may be changed from time to time. This procedure applies to employees and not to volunteers or self-employed people.

#### 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 your manager. Most matters can be resolved informally and swiftly in this way. Alternatively, mediation may be an appropriate informal intervention, if all parties agree. In this case, the grievance procedure would be put on hold and only revisited if the mediation proved unsuccessful.

#### FORMAL GRIEVANCE PROCEDURE

If the matter is serious and / or you wish to raise the matter formally, you may follow the formal grievance procedure outlined below.

#### Principles

* Meetings under this procedure will be held without unreasonable delay.
* All parties should make every effort to attend a grievance meeting.
* You will be given the opportunity to explain your grievance and how you think it should be resolved.
* The meeting may be adjourned for any investigation that may be necessary
* Confidentiality will be respected as much as is possible, during every stage of the procedure.

#### Putting your grievance in writing

You should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager and you feel unable to approach them, you should put your grievance in writing to [insert here someone independent at the local meeting who is not directly involved in the management of the employee, eg Clerk to Elders or Clerk to Overseers].

#### Grievance meeting

Your manager will call you to a meeting, where possible within 14 days, to hear your grievance. The manager will normally be accompanied by another member of the local meeting, to support them with decision-making.

If your grievance is against your manager, an independent panel of two or three elders and / or pastoral carers [insert alternative panel of people, as relevant to your Local or Area Meeting] will hear your grievance.

You have the right to be accompanied by a colleague or trade union representative at this meeting.

After the meeting the individual(s) will give you a decision in writing, without unreasonable delay. Where appropriate, they will set out what action will be taken to resolve the grievance. You will be informed that you can appeal if you are not content with the action taken to resolve your grievance. You will be told to whom you should address any appeal, which should be a named person from a panel of Local elders / pastoral carers or Area Meeting trustees [insert an alternative panel of people as appropriate to your Area Meeting] who have not previously been involved in the case.

#### Appeal meeting

If you are unhappy with the decision from the grievance meeting, you should make an appeal in writing within 5 working days of receipt of the decision. Your written appeal should contain your grounds for appeal.

You will be invited to an appeal meeting which will be held without unreasonable delay. Your appeal will be dealt with impartially and by a panel of Local elders / pastoral carers or Area Meeting trustees [insert an alternative panel of people if needed] who have not previously been involved in the case. You have the right to be accompanied by a colleague or trade union representative at this meeting.

After the meeting you will be given a decision, without unreasonable delay. Where appropriate, the decision will set out what action will be taken to resolve the grievance. This decision is final and there is no further right of appeal.

April 2025