



Grievance Procedure

Nottingham Financial Resilience Partnership (NFRP) recognises that issues may sometimes arise between its partners, trustees, workers, and volunteers; and is committed to dealing with such issues in a fair, transparent, and expeditious way. This procedure should be used by any partner, trustee, worker or volunteer who has a grievance or complaint.

Dealing with grievances informally

If you have a grievance or complaint you should, wherever possible, start by talking it over with a Partnership Trustee or the Chair of the Trustees. 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 Partnership Trustee or the Chair of the Trustees. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against the Chair or a Trustee it should be raised in writing with a separate Partnership Trustee who is not the subject of the grievance.

Grievance hearing

The Partnership Trustee or the Chair of the Trustees will arrange a meeting, normally within five working days, to discuss your grievance. You have the right to be accompanied by a colleague, member of the partnership or trade union representative at this meeting if you make a reasonable request.

After the meeting the Partnership Trustee or the Chair of the Trustees will give you a decision in writing, normally within 3 working days.

If it is necessary to gather further information before making a decision the Partnership Trustee or the Chair of the Trustees will inform you of this and the likely timescale involved.

Appeal

If you are unhappy with the Chair's or the Partnership Trustee's decision and you wish to appeal you should let them know.

You will be invited to an appeal meeting, normally within 5 working days, and your appeal will be heard by 2 other Partnership Trustees, independently from the initial grievance hearing. You have the right to be accompanied by a colleague, member of the partnership or trade union representative if you make a reasonable request.

After the meeting the 2 people who heard the appeal will give you a decision, normally within 3 working days. This decision is final.

AGREED: SEPTEMBER 2023 BOARD OF TRUSTEES

DATE FOR REVIEW: SEPTEMBER 2024