



Grievance Procedures

Individual members with a complaint or grievance should first approach their Group Leader unless the complaint is against that person in which case they should approach the Groups Co-Ordinator.

It is expected that members should, in the first instance, look towards an informal discussion with their Group Leader or Groups Co-Ordinator, but where this does not resolve the issue, or if the complaint is more serious, then the member should approach a member of the committee to start a formal complaint.

In this case it is expected that the committee member will determine whether to appoint a mediator acceptable to all persons involved in the complaint.

If no mediator is acceptable, or if the mediator determines that the issue is a major one, then the mediator or committee member will submit a report in writing to the Chair, summarising the complaint, steps already taken, and any action considered necessary.

The Chair will then appoint a Complaint Manager to fully investigate the complaint in accordance with Complaints & Disciplinary Procedure Policy.