



Lindfield Repair Café C.I.C. Grievance Procedure

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Contents

Purpose.....	2
Scope	2
Definitions.....	2
Operating the Policy.....	2
Informal Grievance Discussions	2
Formal Grievance Discussions.....	3
Stage 1 – Grievance hearing.....	3
Stage 2 – Appeal	3
Your right to be accompanied.....	3
Raising a grievance against the Chief Executive Officer or a Director	3
Record Keeping	4
Former employees	4

Purpose

This grievance procedure has been designed to allow you to raise work related issues with management. Some examples that may give rise to you wishing to raise a grievance include issues related to your work, colleagues, clients, or action that management takes that affects you.

This procedure is non-contractual but has been designed to ensure that work-based issues can be quickly dealt with, and where possible solved at an informal stage.

Scope

This procedure applies to all employees. The procedure complies with the ACAS Code of Practice.

Definitions

Line manager: A manager, or appointed person, to whom the employee reports day-to-day; and who is responsible for the supervision of the employee’s task related work.

Operating the Policy

Only those employees with appropriate management training, as approved by the directors, will be eligible to hear a grievance.

Informal Grievance Discussions

If you wish to discuss a grievance you should, in the first instance, raise the matter with your line manager. If an immediate answer can’t be given your line manager will agree a date for the response; this should normally be within two working days of your discussions. Both you and your line manager must keep notes related to this informal meeting, and the outcome.

Most matters can be resolved quickly by following this route. If, however, the matter remains unresolved you should then invoke the formal grievance procedure.

Formal Grievance Discussions

Stage 1 – Grievance hearing

Where issues remain unresolved after the informal meeting you should advise your line manager that you wish to invoke the formal procedure. You should then make your request in writing outlining the problems.

A meeting will be set up between yourself and your line manager, or another manager, where possible within five days of receipt of your letter. You have the right to be accompanied by a colleague or trades union representative at this meeting.

At this meeting all issues will be discussed to make sure everyone has a full understanding of the problem. If an immediate answer cannot be given a date will be agreed for a written response. We will do our best to reply within five working days. If it's not possible to respond within five days, the reason for the delay will be explained and advised when to expect a response. You will also be told how to appeal if you are not happy that the problem has been dealt with.

Stage 2 – Appeal

Where the matter cannot be resolved at Stage 1, you should raise your grievance in writing to the person noted in the letter you receive at the end of Stage 1. The appeal meeting will be held, where possible, within five working days of receipt of the appeal letter. You have the right to be accompanied by a colleague or trades union representative at this meeting.

You will be able to present your case for appeal at a meeting and you should be given a decision on the grievance within five working days. If it is not possible to respond within the specified time, you will be given an explanation and told when a response can be expected.

This is the final stage of the procedure and this manager's decision is final.

Your right to be accompanied

During the formal procedure you have the right to be accompanied by a companion, who must be a work colleague, or a trades union representative. If you wish to be accompanied, you must make a request in writing to the person hearing your grievance.

Raising a grievance against the Chief Executive Officer or a Director

If you have a grievance with the Chief Executive Officer, you should raise the issue with your line manager. Preliminary discussions will then take place with an appointed person to resolve the issue. If an acceptable resolution is not found, you should write to the appointed person (with whom you had the discussions) putting your case formally. Stage 1 of the procedure will then be implemented.

We reserve the right to ask an external consultant to hear your grievance if this is the best course of action to ensure a fair hearing.

Record Keeping

Records will be kept detailing the nature of the grievance raised, the response given, and any action taken and the reasons for it. These records will be kept confidential and will be held in line with the Data Protection Act. Copies of any meeting records will be given to the person raising the grievance, although, in certain circumstances, some information may be withheld - for example, to protect a witness.

Former employees

If your complaint is related to a dismissal or disciplinary decision and you have left LRC, you should use the appeal process set out in the disciplinary procedure and detailed in the letter sent to you after the final meeting.

You may raise a grievance up to three months after your employment has ended. Under these circumstances a letter detailing the grievance should be sent to the Chief Executive Officer. A formal response will be made to the letter without the requirement for a grievance meeting. There will be no right to appeal under these circumstances.