

BIRMINGHAM LINK GRIEVANCE POLICY

This policy document applies to your participation in the Birmingham LINK, the "Organisation" and all other organisation sites that you may be asked to work at from time to time. This policy and procedure applies to all Participants, ELECTED MEMBERS and service users

1. PURPOSE AND SCOPE

- a. An "open door" policy is operated by the organisation in respect of all matters concerning general welfare. Participants, ELECTED MEMBERS and service users are encouraged to discuss any problems or concerns that they have on an informal basis with a member of the Birmingham LINK Board or a member of staff from the Host Organisation, The decision of any interview will remain confidential (unless there is a risk of personal danger or a criminal offence has occurred).
- b. Decisions about what to do can be made by the complainant themselves, (if appropriate). If this is not possible or the nature of the complaint makes informal action inappropriate then the following formal procedures are available to Participants, ELECTED MEMBERS and service users.

2. FORMAL PROCEDURE

- a) In the event that the grievance is not resolved by the informal procedure or the complainant is not satisfied with the decision taken by the Birmingham LINK Board or member of staff from the Host Organisation, put their grievance in writing and send a copy to the Senior Manager, and request a meeting.
- b) The complainant shall not take any further steps in relation to the grievance for a period of 28 days from his/her written notification of the grievance, to enable the Birmingham LINK Board or member of staff from the Host Organisation to respond and follow the appropriate procedure.
- c) A meeting will normally be arranged within *7 working days* of the request and the complainant will be entitled to be accompanied. The complainant must take all reasonable steps to attend the meeting.
- d) The complainant will be given every opportunity to raise any concerns or queries and agree with the Senior Manager how they, the complainant, should be supported during the investigation and in the event that it leads to further action. The Senior Manager will then take brief notes of the discussions with the complainant .The complainant will be entitled to a copy of any meeting records or formal minutes, which exist.
- e) The Senior Manager will notify the respondent, (the person who is the subject of the complaint) that a formal complaint has been made against them and before proceeding with an investigation will decide whether legal advice should be taken or the Police contacted. All parties will be reminded of the requirement to maintain confidentiality.

- f) *The Host organisation will appoint* an appropriate person to investigate the complaint and specify the time scale for the investigation and the date by which an investigation report must be prepared and ensure that all parties receive appropriate information regarding the investigation. On the basis of the investigation report The Senior Manager will then determine if a further action will be taken against the respondent.
- g) The complainant will be informed of the Birmingham LINK Board's decision regarding his or her complaint shortly after the meeting. The complainant will also be informed of the right to appeal the decision.

3. APPEALS

- a) In the event that the grievance remains unresolved or the complainant is still not satisfied with the outcome they may appeal to *the Chair of the Birmingham LINK* within 10 working days. A meeting will normally be arranged within 7 working days of the request and the complainant will be entitled to be accompanied. The Birmingham LINK Board will inform the complainant of the decision in writing shortly after the meeting.