

Voice of Freedom

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Grievance Policy

1. ABOUT THIS POLICY

- 1.1. Most complaints can be resolved quickly and informally through discussion with your line manager or, if preferred, another manager. If this does not resolve the problem you should initiate the formal procedure set out below.
- 1.2. This procedure applies to all employees regardless of length of service.
- 1.3. This procedure does not form part of any employee's contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

2. STEP 1: WRITTEN GRIEVANCE

- 2.1. You should put your complaint in writing and submit it to your line manager. If your complaint concerns your line manager you may submit it to another manager and your grievance would escalate to a trustee.
- 2.2. The written complaint should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it.

3. STEP 2: MEETING

- 3.1. We will arrange a complaint hearing, normally within one week of receiving your written complaint. You should make every effort to attend.
- 3.2. You may bring a companion to the complaint hearing if you make a reasonable request in advance and tell us the name of your chosen companion. The companion may be either a trade union representative or a colleague, who will be allowed reasonable paid time off from duties to act as your companion.
- 3.3. If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.
- 3.4. We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.
- 3.5. We will write to you, usually within one week of the last complaint hearing, to confirm our decision and notify you of any further action that we intend to take to resolve the complaint. We will also advise you of your right of appeal.

4. STEP 3: APPEALS

- 4.1. If the complaint has not been resolved to your satisfaction you may appeal in writing to your line manager, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.
- 4.2. We will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with impartially by a more senior manager, or a trustee, who has not previously been involved in the case. You will have a right to bring a companion (see paragraph 3.2).

- 4.3. We will confirm our final decision in writing, usually within one week of the appeal hearing. There is no further right of appeal.

Last Updated: 22 October 2021