



Family Link



Our mission: The provision of leisure opportunities for children and young adults with disabilities.

Grievance Policy

Policy Statement

Family Link is committed to creating a positive, safe, and supportive working environment. We recognise that employees may occasionally have concerns or grievances about their work, working relationships, or treatment within the organisation.

This Grievance Procedure is designed to ensure that such concerns are addressed fairly, promptly, and consistently. It is intended to comply with the Employment Rights Act 1996 and the ACAS Code of Practice on Disciplinary and Grievance Procedures.

Scope

This procedure applies to:

- All employees, including permanent, fixed-term, and sessional staff.
- Volunteers and Trustees are encouraged to raise concerns via the Chair of Trustees or Project Manager, but this procedure primarily applies to staff.

Grievances can relate to, but are not limited to:

- Work-related issues (tasks, hours, conditions)
- Relationships with colleagues or managers
- Discrimination, harassment, or unfair treatment
- Health and safety concerns

This policy does not replace the Whistleblowing Policy, which should be used for concerns involving illegal activity, safeguarding, or serious organisational misconduct.

Principles

Family Link's grievance procedure is based on the following principles:

- All grievances will be taken seriously and handled fairly and confidentially.
- Employees raising grievances will not be victimised or discriminated against.
- Employees have the right to be accompanied at formal meetings by a colleague or trade union representative.
- Records of grievances and outcomes will be maintained confidentially.
- All reasonable steps will be taken to resolve grievances as informally as possible before formal procedures.



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Informal Grievance Procedure

Where possible, concerns should be addressed informally as a first step:

1. Discuss the matter directly with your line manager or supervisor.
2. Aim to agree on a resolution collaboratively.
3. If the grievance involves your manager or you feel unable to raise it with them, contact the Project Manager, Rachel Palmer, or another senior manager.
4. Informal resolutions should be documented for clarity but kept confidential.

Formal Grievance Procedure

If the grievance is serious or cannot be resolved informally, the employee may raise a formal grievance:

Submit the grievance in writing using the Family Link Grievance Form, detailing:

- The facts of the grievance
- Dates, locations, and people involved
- Attempts to resolve the matter informally

Avoid insulting, abusive, or inflammatory language.

Submit the form to your line manager.

- If the grievance is about your line manager, submit to Project Manager Rachel Palmer.

Grievance Meeting

The manager will arrange a grievance meeting within 10 working days of receiving the written grievance.

Employees have the right to be accompanied by a colleague or trade union representative.

During the meeting:

- The grievance will be discussed in detail
- Evidence and relevant documentation will be reviewed
- Possible resolutions will be explored

Following the meeting, the manager will issue a written decision within 5 working days, including:



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- Outcome of the grievance
- Actions to be taken (if any)
- Any monitoring or follow-up required

If the manager requires further information or investigation, the employee will be informed of new timescales.

Appeal Procedure

If an employee is dissatisfied with the decision:

- Submit a written appeal to the Project Manager or a Trustee within 10 working days of receiving the outcome.
- The appeal meeting will be arranged within 10 working days of receiving the appeal.
- The employee may again be accompanied by a colleague or trade union representative.
- The appeal will be heard by a more senior manager or Trustee who was not involved in the original decision.
- A written outcome will be provided within 5 working days.

The appeal decision is final within the organisation, but employees retain the right to seek external advice or recourse through ACAS or an employment tribunal.

Documentation and Record-Keeping

A confidential record of all formal grievances, meetings, and outcomes will be maintained by HR or the Project Manager.

Records will include:

- Grievance form
- Meeting notes
- Decisions and correspondence
- Action plans and follow-up

Records will be stored securely in line with Data Protection and GDPR requirements.

Confidentiality

- All participants must maintain confidentiality throughout the grievance process.
- Information will only be shared with those directly involved in investigating or resolving the grievance.



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Monitoring and Review

This policy will be reviewed at least annually, or sooner if there are changes in legislation, organisational structure, or best practice guidance.

Policy approved and adopted by the Family Link Board of Trustees

On the: 29 April 2015

Reviewed: 8th January 2026 by Trustee – Paula Hollywood

Current Play Leader – Kenzie / Megan / Reneé / Emma

Current Safeguarding Trustee – Julia James – 07894 672019

Policy due for review: 8th January 2027