



Grievance Policy and Procedure

Introduction

All employees or volunteers of Bolton Villas *Family* Church have the right to make representation for the purpose of seeking redress for any grievance relating to their employment.

Purpose

The purpose of the Grievance Policy is to ensure that the Church deals with any problems, complaints or concerns raised by an employee/volunteer that are work related, are dealt with in a fair, timely and consistent manner.

Scope

This policy applies to all employees/volunteers of the Church. It does not apply to individuals who occupy roles as stipendiary ministers of word and sacraments employed by the United Reformed Church.

1. Introduction

- 1.1 Where an employee/volunteer feels aggrieved about any matter relating to their employment, they should arrange an early discussion with their Line Manager in an effort to resolve the situation.
- 1.2 The Line Manager should respond orally to the grievance as soon as possible but not later than 14 days and **should make all efforts to find a resolution informally.**
- 1.3 At this, and at all stages, notes of any discussions and any actions agreed should be kept and placed on the employee's/volunteer's file.
- 1.4 If the informal approach fails to satisfy the employee/volunteer, then the following procedure should be entered into.

2. Procedure

- 2.1 The employee/volunteer should submit his/her grievance in writing to the Church Secretary or Chair of Elders as appropriate who should respond within 14 days and arrange a formal meeting.
- 2.2 If it is necessary for the issue to be subject to an investigation, this will be carried out by an independent person who is not the manager handling the grievance.
- 2.3 The employee/volunteer has the right to consult with, be accompanied by a colleague or a Trade Union official or other independent person by prior agreement. The meeting should end with a decision and an outcome to the issue. The Church must put in writing to the employee/volunteer

the agreed solution within 7 days of the meeting and, if necessary, an action plan created. Any action plan must be time bounded.

- 2.4 The person dealing with the grievance must ensure that any action plan is monitored to ensure compliance with both its contents and its timescales. Where the action plan involves another employee/volunteer or other persons, they should be fully informed of the contents of the action plan and their compliance agreed.
- 2.5 If the employee/volunteer is still dissatisfied, he/she has a final right of appeal. The final appeal must be put in writing to the Church Secretary or Chair of Elders, whoever did not receive the original grievance.
- 2.6 The Church reserves the right to appoint a representative who is not an Officer of the Church to hear any appeal. The final appeal meeting must be held within 14 days of receipt of the final appeal.
- 2.7 The employee/volunteer has the right to be accompanied by a colleague or a Trade Union official or other independent person by prior agreement. The Church reserves the right to invite any suitable persons to the meeting.
- 2.8 The meeting will reach a decision, recommend a resolution and put that decision in writing to the employee/volunteer within 7 days. This decision is final and the matter is then exhausted.
- 2.9 Where the grievance involves the adverse behaviour of another employee/volunteer that employee/volunteer may be subject to disciplinary action. The procedure included elsewhere in this handbook must be followed.
- 2.10 All timescales outlined must be adhered to unless provable extenuating circumstances prevent this, in which case action must be taken at the earliest possible time.
- 2.11 If both the employee/volunteer and the Church agree to a delay in the procedure in an attempt to resolve the issue, this may be arranged. However, the length of the delay must be agreed and put in writing.
- 2.12 In cases of a grievance against the Church Secretary or Chair of Elders the grievance will be dealt with by another serving Elder.
- 2.13 In cases of a grievance against the Elders in their role as Elders/Trustees of Bolton Villas *Family* Church, a suitable third party will be asked to arbitrate. This is solely in the interests of fairness.

Policy Approved By	Date	Next Review date
Elders' Meeting	24 th July 2025	May 2026

Annex 1: Flow Chart of Procedure

