Florence Park Community Association
STAFF GRIEVANCE PROCEDURE

Date Ratified:	August 2025
Next Review Date:	June 2027
Organisation Name:	Florence Park Community Association, Charity No. 1159506

1 Introduction

We hope and expect that if you feel dissatisfied with any matter relating to your employment this can be resolved through informal discussions with your manager. This is the person you report to as identified in your contract. If your grievance is against your manager you may ask the Secretary of Trustees to try to resolve the issue for you informally.

Informal discussion should be your first step and can frequently solve problems without the need for a more formal process. Bear in mind that you may need to wait for the outcome. Your manager or the secretary may need to speak to others in order to deal with your concern.

If an informal approach does not resolve your concerns you are entitled to use the following formal procedure. You have the right to be accompanied at any stage of the procedure by someone who may act as a witness or speak on your behalf to explain the situation more clearly. This may include a trade union representative but not a legal representative.

2 Formal procedure

The first step is to write to your manager setting out your outstanding concerns in as much detail as possible and letting them know why the informal approach hasn't resolved the matter. Ask them to refer the matter to the trustees.

You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully by a representative of the trustees who will also interview others named in your grievance. You must take all reasonable steps to attend this meeting. You will be notified of the decision in writing, normally within ten working days of the meeting, including your right of appeal against the decision. The trustee representative will take notes of the meeting and will send them to you.

If you wish to appeal you must inform the Chair of Trustees within five working days. The chair may decide to review the case based on written reports. Alternatively they may invite you to a further meeting, which you must take all reasonable steps to attend.

Where the Centre Manager raises a formal grievance, the Chair of Trustees will, by agreement with the manager, appoint an external person to deal with the appeal. This will normally be someone with prior knowledge and experience of the community centre.

Following the appeal you will be informed in writing of the final decision.

Using this procedure will not prevent you from taking your complaint to an external body such as the Employment Tribunal but the external body will expect you to have exhausted the FPCA grievance procedure before approaching them.

Meetings to investigate your grievance will be arranged for a time convenient to you and anyone who accompanies you. If for any reason you cannot or do not attend an arranged meeting it will be rearranged to try to accommodate you. However, if you do not attend on this occasion the matter will be decided without you being there.