

Disciplinary and Grievance Procedure

The Disciplinary and Grievance Procedure must NOT be used for ANY safeguarding concerns. Please refer to the Safeguarding Policy for instructions on reporting any safeguarding issues.

Details of the organisation's Disciplinary and Grievance Procedures for volunteers can be found at Annex A.

The use of the organisation's grievance or disciplinary procedures does not affect the right of a member of Breconshire Award Scheme Group CIC to make a claim to an appropriate tribunal within three months of the alleged discrimination.

Details of the organisation's Disciplinary and Grievance Procedures for parents and young people about unacceptable behaviour towards children can be found at Annex B.

Policy review:

This policy is effective immediately and supersedes all prior versions. It will be reviewed and updated at least once a year.

Signed:



Position: Centre Manager

Date: 15 January 2025

For Volunteers

Dealing with Grievances Informally

If you have a grievance or complaint about your responsibilities or someone you work with, you should start by speaking with the Centre Manager wherever possible. You may be able to agree to a solution informally between you.

Formal Grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to the Centre Manager. You should keep to the facts and avoid language that is insulting or abusive.

If your grievance is against the Centre Manager and you feel unable to approach them, you should raise it with the Safeguarding Lead.

Grievance Hearing

The Centre Manager will call you to a meeting, usually within 5 working days, if reasonably possible, to discuss your grievance. You have the right to be accompanied by someone supportive.

After the meeting the Centre Manager will give you a decision in writing, usually within 24 hours.

If the Centre Manager needs more information before making a decision, they will inform you of this and the timescale.

Appeal

If you are unhappy with the decision on your grievance you can raise an appeal. You should tell the Centre Manager.

You will be invited to an appeal meeting, normally within 5 working days, with a more senior manager (probably from DofE Wales). You have the right to be accompanied by someone supportive.

After the meeting the more senior manager will give you a decision, usually within 24 hours. The senior manager's decision is final.

For Parents and Young People About Unacceptable Behaviour Towards Children

Dealing with Grievances Informally

If you have a grievance or complaint about unacceptable behaviour towards children, you should start by speaking with the Centre Manager wherever possible. You may be able to agree to a solution informally between you.

Formal Grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to the Centre Manager. You should keep to the facts and avoid language that is insulting or abusive.

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