



Ascend Adventure Limited
Staff and Volunteer Grievance Policy

Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager or another Director of Ascend Adventure Limited. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager and you feel unable to approach him or her you should talk to another manager/Director.

Grievance hearing

Your manager will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the manager will give you a decision in writing, normally within 24 hours.

Appeal

If you are unhappy with your manager's decision and you wish to appeal you should let your manager know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by another Ascend Adventure Limited Director and an external Supervisor. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the manager will give you a decision, normally within 24 hours. The Director's decision is final.

A copy of the publication 'Discipline and Grievances at Work, an ACAS Guide' can be found at www.acas.org.uk/media/pdf/b/l/Discipline-and-grievances-Acas-guide.pdf.

Review

This policy was last reviewed on 22nd February 2021.

This policy is next due for review on 22nd February 2023.