



**Nadder Community Land Trust Ltd.**

**Grievance Procedure**

**EDITION 1**

**1<sup>st</sup> December, 2021**

## Grievance Procedure

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## 1 Introduction and Policy

- 1.1 Nadder Community Land Trust (“NCLT”) is committed to maintaining high standards of conduct in all its work and in all its contacts with the local community and its stakeholders.
- 1.2 NCLT’s volunteers and employees are in the best place to understand where standards of conduct need attention and to this end it is important that any concerns which are raised are dealt with quickly and thoroughly.
- 1.3 For ease of reference, and for the remainder of this document:
  - a) An “Officer” means a volunteer, officer, director or employee of NCLT; and
  - b) A “Responsible Officer” means in the case of a volunteer their Mentor, as set out in NCLT’s Volunteering Policy, and in the case of an employee their manager or supervisor as set out in their job description or contract of employment.

## 2 Dealing with grievances informally

- 2.1 In the event that an Officer has any concern, grievance or complaint they should where possible raise it informally in the first instance with their Responsible Officer.

## 3 Dealing with grievances formally

- 3.1 If the matter is more serious or an Officer has raised it with their Responsible Officer, but feels it is unresolved, they should set out the concern in writing with either:
  - a) their Responsible Officer; or
  - b) if the concern relates to the Responsible Officer, with a board member or the Secretary by emailing [Info@NadderCommunityLandTrust.Org](mailto:Info@NadderCommunityLandTrust.Org).
- 3.2 The Responsible Officer or the Board will arrange a meeting (a “Fact-finding Discussion”) with the Officer to discuss the concern, attended by:
  - a) the Officer, who may be accompanied by another NCLT Officer or work colleague where reasonably requested; and
  - b) the Responsible Officer or, if the Fact Finding Discussion has been arranged by the Board, it will appoint one or more individuals with appropriate experience to act in place of the Responsible Officer for the purposes of this section.
- 3.3 The Fact-finding Discussion will normally take place within 5 working days from the date on which the concern or grievance was raised.
- 3.4 Following the Fact-finding Discussion, the Responsible Officer, normally within 24 hours, setting out:
  - a) details of the grievance or concern as they understand it; and
  - b) any decision which has been made and the reasons for it.
- 3.5 If it is necessary to gather further information before making a decision the Officer will be informed of this and the likely timescale involved.

## 4 Appeal

- 4.1 An Officer who is unhappy with the outcome of a Fact-finding Discussion should appeal to the Secretary in writing at [Info@NadderCommunityLandTrust.Org](mailto:Info@NadderCommunityLandTrust.Org), providing:
- a) the details of the concern or grievance;
  - b) any additional information which they feel has been overlooked; and
  - c) an explanation why they feel the outcome of the Fact-finding Discussion was unsatisfactory.
- 4.2 The Board will arrange an Appeal Meeting with the Officer, normally within five days, when the appeal will be heard by the Board (or one or more Board members delegated by the Board), at which the volunteer may be accompanied by another NCLT Officer or work colleague where reasonably requested.
- 4.3 At its discretion, the Board may invite others who can offer insights or knowledge to contribute to part or all of the Appeal Meeting.
- 4.4 Following the Appeal Meeting the Board may rescind, amend or confirm the earlier decision and will confirm their determination to the volunteer in writing, normally within 2 working days. The Board's determination will be final.

## 5 Exceptions

- 5.1 This procedure does not apply in respect of decisions made in accordance with NCLT's Disciplinary or Whistleblowing Procedures.

## 6 Review

- 6.1 This policy is effective from 1<sup>st</sup> December, 2021 and will be reviewed every three years.