

## **Grievance Procedure**

### **General Principles**

It is The LINK Board policy to ensure that all LINK members have access to a procedure to help resolve any grievances. This procedure applies to all LINK members.

Any steps under this procedure should be taken promptly unless there is a good reason for the delay. The time limits in this procedure may be extended if it is reasonable to do so.

The LINK Board may vary this procedure as appropriate to a particular case. The procedure may also be discontinued if it becomes impractical for either party to continue with it. In any case the LINK Board will inform you in writing of the final outcome of your grievance.

If you have a difficulty at any stage of the grievance procedure because of a disability, you should ask the Host organisation for assistance.

### **Raising Grievances Informally**

Most grievances can be resolved quickly and informally through discussion, see code of conduct and complaints policy.

### **Written Grievances**

You should put your grievance in writing and submit it to the Vice Chair

The written grievance should contain a brief description of the reasons for your complaint, including any relevant facts, dates and names of individuals involved. In some situations we may meet to ask you to provide further information.

### **Meetings and Investigations**

You will be invited to a grievance meeting, which will normally take place no more than two weeks after the LINK Board received your written grievance. The LINK Board may carry out such investigations that they consider appropriate prior to your meeting. This may involve interviewing you and any witnesses if appropriate.

You may bring a companion to this meeting under this procedure

You must take all reasonable steps to attend any meetings. If you or your companion cannot attend at the time specified for the meeting, you should inform the LINK Board immediately and the LINK Board will make reasonable efforts to agree an alternative time.

The purpose of the initial grievance is to enable you to explain your grievance and discuss it with the LINK Board. If you have a companion, he or she may make representations and asks questions, but should not answer questions on your behalf. You may confer privately with your companion at any time during the meeting.

After the initial grievance meeting the LINK Board may carry out such further investigations and/ or hold such further grievance meetings as the LINK Board consider appropriate.

The LINK Board will inform you of their decision and of your right to appeal within one week of final grievance meeting. The decision will be confirmed to you in writing.

### **Appeals**

Should you wish to appeal you should do so in writing to the Chair, stating your full grounds for appeal, within two weeks of the date on which the decision was sent or given to you.

The LINK Board will hold an appeal meeting, normally no more than two weeks after your appeal is received.

The final decision will be notified to you within two weeks of the appeal meeting.