



A voice for families of children and young people with special educational needs and/or disabilities

GRIEVANCE POLICY

The Forum will apply this policy to employees, self-employed contractors and volunteers.

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 the Chair. 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 the Chair. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against the Chair and you feel unable to approach him or her you should talk to another Trustee.

Grievance Hearing

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

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

Appeal

If you are unhappy with the Trustees' decision and you wish to appeal you should let them know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by the Chair in consultation with the National Network of Parent Carer Forums. You have the right to be accompanied by a colleague, trade union representative or friend at this meeting if you make a reasonable request.

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After the meeting the Chair will give you a decision, normally within 24 hours. The Chair'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.

September 2021 due for review September 2024

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