



The Palestine Trauma Centre (UK)

GRIEVANCE PROCEDURE

This procedure will be reviewed on an ongoing basis, at least once a year. The Palestine Trauma Centre (UK) will amend this policy, following consultation, where appropriate.

Date of last review: 16 November 2023

The Palestine Trauma Centre (UK) recognises that from time to time Trustees or associates may wish to seek redress for grievances relating to their work for the charity. In respect to this it is wise to encourage free communication between Trustees and associates to ensure that problems can be resolved quickly to the satisfaction of all concerned.

Principles

The following principles will be followed in the consideration of all grievances under this procedure.

1. Each step must be followed through without unreasonable delay;
2. Both the Trustee or associate with the grievance and Chair of the Board of Trustees must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case;
3. Meetings will be at a reasonable time and location;
4. All relevant information will be provided to both the Chair of the Board of Trustees and the Trustee or associate with the grievance in advance of any meeting under the procedure;
5. The appeal meeting at step 3 will be chaired by a Trustee who is independent to the grievance;
6. If the Trustee or associate with the grievance or their companion is disabled, reasonable adjustments will be made to enable them to participate fully;
7. Confidentiality will be maintained. Only those who need to know about the grievance will be informed;
8. After the grievance and regardless of the outcome both parties will endeavour to work together in a positive manner.

Representation

The Trustee or associate with the grievance has the right to be accompanied by another Trustee or a colleague at the meetings at step 2 and step 3.

This representative may take notes and seek clarification of any issues that arise.

Informal Discussions

If you have a grievance about the Charity you should speak to the Chair of the Board of Trustees about it and discuss it informally to see if it can be resolved there and then. It is hoped that the majority of concerns will be resolved in this way.

Formal Procedure

Step 1 – Written Statement

If you feel that the matter has not been resolved through informal discussions, you should set out your grievance in full in writing to the Chair of the Board of Trustees so that its consideration takes place in a more formal setting.

Step 2 - Meeting

The Chair of the Board of Trustees will arrange to meet with you to endeavour to find a satisfactory solution and will aim to give you a written response within one calendar month. If this is not possible, the Chair of the Board of Trustees will inform you of the reason for the delay and when you can expect a response.

Step 3 - Appeal

If you are not satisfied with the response, you may put your grievance in writing to a Trustee who is independent to the grievance or to an appropriate external person. That individual will arrange to meet with you and will give you a response within one calendar month. If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 – Final Stage

After this stage of the procedure and there is no further right of appeal. ACAS recommends organisations to consider using mediation if appropriate.

Note

As recommended in the ACAS Code, where an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, where the disciplinary and grievance cases are related, it may be appropriate to deal with both cases concurrently.