**ASHFORD INTERNATIONAL MODEL RAILWAY**

**EDUCATION CENTRE**

A PROJECT BY ASHFORD MODEL RAILWAY MUSEUM

REGISTERED CHARITY 1168774

POLICY STATEMENT AND PROCEDURE FOR GRIEVANCE & COMPLAINTS

Document Reference AIMREC/P05

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**AIMREC Grievance & Complaints Policy Statement**

The purpose of this policy statement is:

* to ensure that our Volunteers are happy working for us. An important part of that commitment includes putting in place a policy to ensure that we promptly, fairly, and consistently address any complaints, concerns, and problems relating to their time with us.
* Complaints about matters not concerning your employment, such as the behaviour of other workers towards you, or about the way that unlawful, unethical, or inappropriate behaviour within, or affecting AIMREC should be raised under our other policies for Bullying and Harassment, or Whistleblowing.
* If someone makes a complaint against you, under this or any of our other policies, we will apply our Disciplinary Policy.

We are committed to reviewing our policy and good practice annually.

Signed by

…………………………. Trustee Responsible for Grievance & Complaints

Name: Fred Garner Phone/email: [fred.garner@aimrec.co.uk](mailto:fred.garner@aimrec.co.uk) / 07874980652

**AIMREC Grievance & Complaints Procedure**

Please follow this procedure. It is designed to ensure fair and efficient handling of any complaint or concern raised by AIMREC’s Trustees, staff, Volunteers, and visitors.

## **1.0 Before formal action is taken: If you have a concern**

We strongly encourage you to approach Fred Garner if you are concerned or unhappy about any problems or issues with your employment. We believe that an informal discussion can often be the most effective and rapid means to resolve most concerns that employees raise. The Grievance & Complaints Responsible Trustee understands that they are expected to help address any such concerns in line with our policies and our business values.

If you do not feel comfortable raising a particular concern with Fred Garner or your complaint is about the Grievance & Complaints Responsible Trustee, then you should instead notify [specify contact person]’s.

If this discussion is not successful in resolving your concern, you must follow the procedure below.

## **Stage 1: formal grievance action – reporting and gathering the facts**

* 1. Provide written details of your complaint to Fred Garner or to [specify appropriate alternative, e.g. that person’s line manager or the HR department] if that person is part of your complaint. Make sure that you include:
     1. What has happened
     2. The names of any individuals involved
     3. The history and any relevant dates (at least approximate ones) relating to all of the facts you describe
     4. Any materials (correspondence, screenshots of communications, etc.) that help to support what you have described
     5. What steps you have already taken to resolve your concern(s) (including whether you have already spoken with Fred Garner) and the outcome of those steps.
     6. What action you want AIMREC to take in response to your complaint, and what outcome you would like. For example, you might request that a particular policy, procedure, practice, or set-up within our business is changed; or perhaps that a warning be issued to a particular individual to whom your complaint might relate.
  2. You should also clearly state within this written document that you intend for it to be handled under AIMREC’s formal grievance procedure.
  3. We will acknowledge receipt of your grievance (in writing within 3 days) and tell you how we intend to deal with it, the precise nature of which may depend on what you have told us.
  4. We will thoroughly examine all relevant facts and materials available to us and you will be required to co- operate with us so that we can ensure a fair and thorough investigation into the issue(s) you have raised. As soon as we have completed our investigation, we may ask you to attend a formal interview and/or take a formal statement from you about the matter. We may also ask other people to attend interviews and/or provide statements too.
  5. We will do our best to give you a timeframe of how long the investigations may take if they cannot be completed within 7 days.

## **Stage 2: formal grievance action – the grievance meeting(s)**

* 1. We will hold a formal meeting and invite you to attend. At this meeting, we will ask you to explain your concern(s) and how you think we should resolve it/them. It is an important part of our formal grievance process.
  2. The meeting will usually take place within 5 working days of you lodging your grievance. We ask that you make every effort to attend it. If you are unable to attend, we will make all reasonable efforts to reschedule the meeting to an alternative time that you are able to make.
  3. If you wish to do so, you may bring someone with you to the meeting. You are free to determine who that person might be.
  4. We will not record this meeting without your knowledge. Please do not record the meeting without our knowledge and consent. If at any time, you have concerns about our grievance process or the individual(s) leading it on our behalf, you should tell us promptly and openly, so that we can address your concerns.
  5. Once the above meeting has been held, we will often need to further investigate the matters discussed. That may involve further locating and considering relevant documentation and speaking with other people, whom we may wish to formally interview or re-interview. It is not generally permitted for you to participate in these activities, including to ask direct questions of other people during an interview. But we will keep you informed of progress, and we may well ask you for more information or another meeting. It is also possible that we will not consider there to be a need for further meetings or follow-up after the above meeting.

## **Stage 3: formal grievance action – AIMREC’s decision**

Within a week of the final meeting that we decide to hold with you during this stage, we will provide you with a written decision, outlining our conclusions and how we have decided to address your grievance.

## **Stage 4: formal grievance action – your right to appeal**

* 1. If you are not happy with our decision, you are entitled to appeal it. You must do so in writing within one week of receiving our decision.
  2. Your appeal must be set out in writing and:
     1. Addressed to the relevant person identified as the correct recipient for an appeal in our written decision
     2. Clearly set out why you are appealing against our decision
     3. Provide any new information or evidence on which you wish to rely since our earlier investigations were completed

## **Stage 5: formal grievance action – the appeal hearing**

Usually within two weeks of you notifying us of your appeal, we will invite you to attend a further meeting with us. Wherever possible, the Trustee who held the original grievance meeting will not lead this appeal meeting. As before, you are entitled to ask someone to accompany you.

## **Stage 6: formal grievance action – AIMREC’s final decision**

* 1. Following this meeting, we will provide you with our written, final decision. We aim, wherever we can, for you to receive this decision within two weeks of the appeal hearing.
  2. This concludes our process. We do not consider any further appeals.