

Nympsfield Community Pub Limited

Grievance and Dispute Resolution Policy

Approved by the Management Committee (24/09/24)

Version	Date	Details
1	24/09/24	First version

1. Introduction and Purpose

Nympsfield Community Pub Limited (NCPL) aims to provide an opportunity for members to express their grievances without compromising their position. This Grievance and Dispute Resolution Policy has been established to foster positive relations within the Society and ensure that grievances are addressed effectively, respectfully and promptly. All members of the Society are expected to understand and adhere to this policy whenever grievances arise.

2. Grievance Definition

A grievance is defined as any complaint, problem, or concern a member has with the Society or an officer of the Society, e.g. a member of the Management Committee.

Members can file grievances for various reasons, including:

- Health and safety issues in the workplace
- Organisational change
- Any form of discrimination
- Harassment and bullying

This list is not exhaustive, and other issues may constitute a grievance. However, members should try to resolve less important issues informally before they resort to a formal grievance.

Members who file grievances are entitled to:

- Approach the Management Committee or individual members of the Management Committee
- Submit a grievance form detailing their situation in concerns
- Decline attending formal meetings alone
- Appeal against any formal decision

Members facing allegations have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal against any formal decision

The Society is obligated to:

- Investigate all grievances promptly
- Treat all members who file grievances equally
- Maintain confidentiality at all stages of the process
- Resolve grievances whenever possible
- Adhere to a strict no-retaliation policy when members file grievances internally or with external agencies

3. Dispute Resolution Procedures

Members are encouraged to resolve disputes among themselves whenever possible. If informal resolution is unsuccessful, members should follow the steps below to file a grievance:

1. Communicate informally with a member of the Management Committee, who will attempt to resolve the issue. If the grievance involves a member of the Management Committee, the member is advised to request an informal meeting to discuss and resolve the matter. The Management Committee member should try to resolve any grievance as quickly as possible. If they are unable to resolve the issue, they should refer to the Management Committee and cooperate with all subsequent procedures
2. If the grievance relates to a Management Committee member's behaviour that can bring disciplinary action (e.g. sexual harassment or violence), members should refer directly to the Management Committee

The Management Committee should adhere to the following procedure:

1. If the grievance cannot be resolved informally, ask the member to submit it in writing
2. Meet with the member to ensure a complete understanding of the issue
3. Provide the accused member with a copy of the grievance
4. Organise mediation processes (such as formal meetings)
5. Investigate the matter or engage an investigator if necessary
6. Keep members informed throughout the process
7. Communicate the formal decision to all involved
8. Implement measures to ensure compliance with the formal decision
9. Address appeals by gathering additional information and conducting further investigations
10. Keep accurate records

If the Society's internal policy for dispute resolution is unable to resolve a dispute then rule 9.13 of the Society's Rules shall be applied.

This procedure may vary based on the nature of the grievance. For instance, if a member is found guilty of racial discrimination, the Society will initiate disciplinary procedures.