

Complaints Procedure

15 January 2020

This procedure is designed to provide support for anyone who works for New Ventures Trust (NVT) either as a paid employee or in a voluntary capacity.

Dealing with complaints informally

If you have a complaint to do with your work or the people you work with you should, wherever possible, start by talking it over. You may be able to agree a solution informally between you.

Formal Complaint

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your complaint is against your manager, and you feel unable to approach him or her you should talk to a member of the Board of Trustees.

Complaint Hearing

Your manager will call you to a meeting, normally within five days, to discuss your complaint. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request.

After the meeting the manager will give you a decision in writing, normally within 24 hours. If it is necessary to gather further information before making a decision your manager will inform you of this and the likely timescale involved.

Appeal

If you are unhappy with your manager's decision and you wish to appeal, you should let your manager know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a member of the Board of Trustees. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request.

After the meeting the manager will give you a decision, normally within 24 hours. The manager's decision is final.

A copy of the publication 'Discipline and Grievances at Work, an ACAS Guide' can be found here
<http://www.acas.org.uk/media/pdf/b/l/Discipline-and-grievances-Acas-guide.pdf>

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