



Charities Commission Number: 1195980

Grievance and Complaints Policy

Four key points for FOHW's grievance procedure are:

- a) Complaints should be investigated by the Trustees promptly and in a consistent manner.
- b) The person raising the grievance or complaint should have an opportunity to put their case.
- c) If applicable, any person subject to a grievance or complaint should have an opportunity to put their case.
- d) If applicable, any person subject to a grievance or complaint has the right to be accompanied by one person at any formal meeting if they wish.

1. How to raise a grievance or complaint

FOHW Trustees would like to sort out any complaint or concern as soon as possible. Many complaints and concerns can be sorted out immediately and informally.

Informally

In the first instance the person raising the grievance or complaint should raise their issue informally with a Trustee or, if applicable, to the person leading an activity.

The issue should be listened to carefully, the matter discussed and, if appropriate, suitable action should be taken by the Trustee or activity leader to resolve the issue. Often a quiet word or asking for support from a Trustee or activity leader is all that is required to resolve an issue.

If the person raising the grievance or complaint does not believe their issue has been resolved informally then they have the right to formally report the matter to the Trustees.

Formal Reporting

In this instance the person raising the grievance or complaint must send details of the issue by writing a letter to the Trustees. The letter should contain details of the grievance or complaint, including dates & times, the nature of the issue, information about any witnesses etc.. The letter should note if the grievance or complaint was



Charities Commission Number: 1195980

raised informally with a Trustee or activity leader and, if so, reasons why the issue was not adequately dealt with in this way.

The letter should be submitted within one month of the incident to the Chair of the Trustees either by email to: sec.fohw@gmail.co.uk or by post to: The Chair of Trustees, The Friends of Hell Wath, C/O Ripon Community House, Allhallowgate, Ripon, HG4 1LE. The letter should include any relevant contact details, such as addresses, email addresses and telephone numbers.

The Chair will designate a Trustee to investigate any formal grievances or complaints received in this way. This may include arranging to contact or meet with the person raising the grievance or complaint and arranging to contact or meet any persons who are the subject of the grievance or complaint.

Once their investigation is complete the designated Trustee will prepare a written report setting out the nature of the grievance or complaint, the investigations completed, the outcome of those investigations and any actions proposed as a result of the investigation. This report will be submitted to the Chair of the Trustees who will then respond to the parties included the grievance or complaint.

The Trustees will use their best endeavours to complete their investigations and respond within 10 days of receiving the formal letter.

2.Appeals

Parties included in the formal grievance or complaints procedure have the right to appeal against the decision of the Trustees. They must submit their appeal to the Chair of the Trustees within 5 days of receiving written notification of the Trustee's decision, stating their reasons for the appeal and submitting any supporting documentation.

The Chair and a designated Trustee will conduct the appeal. The Trustee who conducted the previous investigation will be excluded from the appeals process.

An appeals meeting should ideally be convened by the designated Trustee within 7 days of receiving the appeal.

Appeal Meeting

The Chair and the designated Trustee will convene an appeal meeting of all parties to the grievance or complaint, plus a designated impartial note-taker.



Charities Commission Number: 1195980

The person who raised the appeal will be invited to explain their reasons for appealing against the decision of the Trustees, supported by any witnesses or documentation.

The other parties will then be invited to explain their reasons for why the original decision of the Trustees should be upheld, supported by any witnesses or documentation.

The Chair and designated Trustee may question any of the participants at the meeting and ask to review any supporting documentation.

The Chair and designated Trustee may adjourn the meeting if any additional information or investigation is required. The meeting will be reconvened as soon as practicable after any additional information has been obtained and investigations concluded.

The Chair and designated Trustee will close the meeting when all parties have completed their submissions and no further information is sought.

The Chair and designated Trustee will give their decision on the outcome of the appeal in writing within 5 days. This will include the reasons for the decision being made, and details of any actions being taken by the Trustees of the Friends of Hell Wath as a result of the grievance and complaints procedure.

This decision shall be final and end the grievance and complaints procedure.