



Royal Patron, HRH The Prince of Wales, Duke of Cornwall
President, Lord Lieutenant of Cornwall, Colonel E T Bolitho OBE
Chairman, Lt Col Richard Trant

Grievance procedure Dated: March 2021

Dealing with grievances informally

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

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the CEO. You should stick to the facts and avoid language that is insulting or abusive. Where your grievance is against the CEO and you feel unable to approach him or her you should talk to the Chairman or Vice Chairman or another Trustee.

Grievance hearing

The CEO (or your chosen Trustee) will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request. After the meeting you will be given a decision in writing, normally within 24 hours.

If you are unhappy with the decision and you wish to appeal you should make the request in writing to the CEO or Trustee who was dealing with your initial complaint.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by the Appeals Committee, which consists of the Vice Chairman and three other trustees who have not previously been involved with this issue. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request. After the meeting the Vice Chairman will give you a decision, normally within 24 hours. The decision of the Appeals Committee is final.

Whistleblowing

Please refer to the Whistleblowing Policy.



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