

The Meeting Place (Bookham)

Registered company No. 7817471 and Registered Charity number 1192001



Grievance procedure

Version No	Date	Details of changes included in update	Amendments by name and role
Original Version 1	September 2021	Version numbering commenced. The Trustees of The Meeting Place (TMP) approved this Policy in September 2021.	n/a
Version 2	June 2026	ACAS link for Disciplinary and Grievance Procedures updated	Elaine Crutchley

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 your line manager. 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 your line manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager and you feel unable to approach him or her you should talk to one of the Trustees of The Meeting Place.

Grievance hearing

Your line manager 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 supporter 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 them know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by your line manager and a Trustee of The Meeting Place. You have the right to be accompanied by a colleague or supporter at this meeting if you make a reasonable request.

After the meeting your line manager will give you a decision, normally within 24 hours. This decision is final.

Bibliography

ACAS. (23.9.2019). *Example grievance procedures*.

[Acas Code of Practice on disciplinary and grievance procedures | Acas](#)

Last accessed 03.6.26