

CHISENHALE ART PLACE MEMBER/STAFF GRIEVANCE PROCEDURE

The aim of this procedure is to give a member or an employee an opportunity to raise a grievance either informally and/or formally and to discuss this with designated people within Chisenhale Art Place with a view to having it resolved.

General Principles

- Grievances should be raised as soon as possible, to allow issues to be resolved quickly.
- Members and employees should be given the opportunity to explain their grievance in writing and how they think it should be resolved.
- If the member's or employee's grievance is against the manager they may raise the matter with a trustee in the organisation, where possible.
- Chisenhale Art Place will ensure that the timing and location of all meetings under this procedure are reasonable.
- As far as is reasonably practicable, appeal hearings will be conducted by the Arts Manager, the Chair of the Artists Advisory Committee and the Chair of the Board of Trustees. If the grievance is against one of these people, they will not attend and another member/trustee will attend in their place.
- Members and employees will be entitled (where reasonably requested) to be accompanied to any grievance or appeal hearing by a friend, partner or trade representative.
- Employers, employees, members and their companions should take reasonable steps to attend grievance and appeal meetings.
- Records shall be kept detailing the nature of the grievance raised, the response, any action taken, the reasons for it and other information relevant to the process. These records will be circulated to those present at the meeting and shall be kept confidential.
- There may be circumstances where the parties involved feel it would be beneficial to involve a third party to help in resolving the issue, through for example a process of mediation. Mediation is a process whereby an independent third party intervenes in a workplace dispute to assist the parties to reach a satisfactory outcome.

Dealing with a grievance informally

If a member or employee has a grievance or complaint to do with their work they should, in the first instance and, wherever possible, discuss it with the Arts Manager. They may be able to agree a solution informally.

Formal grievance

If it is not possible to resolve a grievance informally, or the member/employee does not feel it is appropriate to do so, they should raise the matter formally in writing to

the Chair of the AAC (for members) and to the Chair of the BOD (for employees) and copy in the Arts Manager. The written grievance should contain concise details of the nature of the grievance and how they feel it might be resolved.

Grievance hearing

The Arts Manager will discuss the relevant Chairperson and call the member/employee to a meeting to discuss their grievance. This will normally be held within 5 working days from **receipt** of the complaint in writing. Employees should be allowed to explain their grievance and how they think it might be resolved. The member/employee will be entitled to be accompanied at this meeting. Following the meeting the Arts Manager will advise the employee in writing what, if any action they have decided to take along with a full explanation of how the decision was reached. (should this include the minutes of the meeting?) The member/employee should be informed that they can appeal (and to whom the appeal should be made) if they feel that the grievance has not been satisfactorily resolved but the final decision remains with the Chair of the Board of Trustees.

Appeal

If the employee wishes to appeal they should let the Chair of the Board of Trustees know in writing stating their reasons(s) for appeal. This should be done within five working days of the grievance hearing decision being communicated in writing to them. Within five working days of receipt of the appeal an appeal meeting will take place. The appeal will be conducted by the Chair of the Board. The member/employee will be entitled to be accompanied at this meeting.

Following the meeting the Chair of the Board will advise the member/employee in writing of the outcome of the appeal, no later than five working days from the appeal being heard. This decision is final.

Agreed by Board of Trustees May 2017:



Nigel Brown, Chair of the Board of Trustees
12th June 2017

Kate Hardy, Chair of Artists Advisory Committee

Andrea Davidson, Arts Manager

To be reviewed January 2018