

# St Mary-the-Virgin, Kenton:

## Grievance Procedure (adopted April 2024)

### Dealing with grievances informally

If you have a grievance or complaint about your work or someone you work with you should start by speaking with the Vicar wherever possible. You may be able to agree a solution informally between you.

### Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to the Vicar. You should keep to the facts and avoid language that is insulting or abusive.

If your grievance is against the Vicar and you feel unable to approach him, you should raise it with the churchwardens.

### Grievance hearing

The Vicar will call you to a meeting, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative.

After the meeting the Vicar will give you a decision in writing, usually within 24 hours.

If the Vicar needs more information before making a decision, he will inform you of this and the timescale.

### Appeal

If you are unhappy with the decision on your grievance you can raise an appeal. You should tell the Vicar.

You will be invited to an appeal meeting, normally within 5 working days, with the Standing Committee. You have the right to be accompanied by a colleague or trade union representative.

After the meeting the Standing Committee will give you a decision, usually within 24 hours. The Standing Committee's decision is final.