

# Peak Time Kids' Club

## **GRIEVANCE PROCEDURES**

### **STAFF AND VOLUNTEERS**

The following stages apply where a member of staff has a grievance on any matter affecting their employment.

#### **Stage one:**

The member of staff /volunteer should speak to the co-ordinator who will aim to resolve the grievance informally and report the result to the next management committee meeting.

#### **Stage two:**

If the matter is not resolved informally the matter should be raised in writing with the co-ordinator who will discuss it with the Chair of the management committee.

It is acknowledged that in certain circumstances it may be appropriate to proceed straight to stage two.

#### **Stage three:**

If the matter remains unresolved the Chair should discuss with the full management committee as appropriate.

#### **Stage four:**

If the member of staff is still aggrieved they have the right to appeal to the management committee. The appeal will be considered at the next management committee meeting. At this stage, the decision of the management committee is final.

It is important that all grievances are resolved as speedily as possible: normally a response to stage one should take place within three days; to stage two within a (further) three days; to stage three within a (further) three days; and stage four at the next management committee meeting.

It is within the discretion of the management committee to call on any individual to assist in their deliberations.

## **USERS**

For users who have a grievance with the Club, the following procedure will take effect:

#### **Stage one:**

The user should speak to the co-ordinator who will aim to resolve the grievance informally and report the result to the next management committee meeting.

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## **Stage two:**

If the matter is not resolved informally, the user should report the matter in writing to the co-ordinator who will present it to the management committee.

## **Stage three:**

If the matter is not satisfactorily resolved by the management committee the parent may appeal to the management committee.

## **Stage four:**

If the user is still aggrieved they may take their grievance to the Social Services Inspection Unit, The Lodge, County Hall, Matlock, Derbyshire DE4 3AG