



GRIEVANCE POLICY

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The purpose of this Grievance Policy is to provide a clear and fair process for volunteers of Green Ilminster CIC to raise concerns, complaints, or issues related to their role, treatment, or the wider work environment.

Green Ilminster CIC encourages a culture of openness where volunteers feel comfortable and supported in raising issues.

Volunteers can raise a grievance if they feel:

- They have been treated unfairly or inappropriately.
- Their role or expectations have not been respected.
- Another volunteer has breached the Code of Conduct.
- Green Ilminster CIC's policies and procedures have not been followed appropriately.

Steps for Raising a Grievance:

1. Informal Resolution

Wherever possible, volunteers are encouraged to first raise their concern informally with their designated Activity Lead. Many issues can be resolved quickly through open and respectful conversation.

2. Formal Grievance

If the issue is not resolved informally or is of a more serious nature, the volunteer should submit their grievance in writing to the Board of Green Ilminster CIC. The written grievance should include:

- A clear description of the issue.
- Relevant dates, times, and individuals involved.
- Any steps already taken to address the concern.

3. Investigation and Response

The Chair (or an appointed member of the Board) will acknowledge receipt of the grievance and initiate a fair and timely investigation.



All parties involved will be treated with dignity and respect, and information will be kept confidential as appropriate.

Once the investigation is complete, a written response will be provided to the volunteer who raised the grievance. This response will outline:

- The outcome of the investigation.
- Any actions that will be taken.

4. Appeals

If the volunteer is not satisfied with the outcome, they may appeal in writing to the Board of Directors. The Board's decision following an appeal will be final.

Volunteers can expect:

- To be listened to and taken seriously.
- To have their grievance handled promptly, fairly and without bias.
- Protection from negative repercussions when raising a genuine concern.

Green Ilminster CIC will not tolerate:

- Retaliation or victimisation of any volunteer who raises a grievance in good faith.
- The misuse of the grievance procedure to cause harm or disruption.

This policy is to be read in conjunction with the Volunteer Code of Conduct and other relevant Green Ilminster CIC policies and procedures.