

**Frampton Farm Grievance Procedure**



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Employees, volunteers, children and young people attending the farm may at some time feel they have a grievance with the way they are treated by another person or group of people whilst on the farm. A grievance can be a number of things including: (but not limited to)

- Harassment.
- Bullying.
- Discrimination.
- Learning arrangements
- The way things are done in the care farm.

This policy sets out what you should do if you have a grievance that you would like to bring to Frampton Farms managers attention.

### **Dealing with grievances informally**

- If you have a grievance or complaint about someone on the farm you should start by speaking with your manager wherever possible. You may be able to agree a solution informally between you.
- The manager will take notes of the grievance and speak to the other person in question on your behalf.
- If the matter is not resolved and you are not happy your grievance can be dealt with by way of a Formal Grievance procedure.

### **Formal Grievance Procedure**

- If the matter is serious or you wish to raise it formally you should put the grievance in writing to your manager. You should keep to the facts and avoid language that is insulting or abusive.
- If your grievance is against your manager and you feel unable to approach them, you should raise it with the deputy manager.
- When your formal grievance letter has been received the manager will invite you to have a meeting. You are welcome to bring someone with you if you wish. Together you and the manager can discuss what the problems are and come up with suggestions on how this will be resolved.
- If you feel this has not been dealt with appropriately you can ask for a grievance hearing.

### **Grievance Hearing**

- Frampton Farm's manager 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 your manager will give you a decision in writing, usually within 24 hours.
- If the manager needs more information before making a decision, they will inform you of this and the timescale.
- If you are unhappy with the decision on your grievance you can raise an appeal.

### **Appeal Procedure**

- If you are unhappy with the decision on your grievance you can raise an appeal. You should tell your manager.
- You will be invited to an appeal meeting, normally within 5 working days, with a more senior manager (or the owner). You have the right to be accompanied by a colleague or trade union representative.
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### **If you are still not satisfied you can raise a formal complaint.**

- Students – Can raise a complaint to their referral agency for example social services or their school.
- Employees can raise a complaint to an Employment Tribunal.

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