

FERRING RETIREMENT CLUB CIO (Charity No. 1212151)

GRIEVANCE PROCEDURE

Introduction

Ferring Retirement Club CIO (the ‘**Charity**’) is a registered charity whose objects are: *“the relief of the elderly in any manner now or hereafter deemed charitable within Ferring and the surrounding area”*.

The Charity and its property are administered and managed by appointed trustees (the ‘**Trustees**’) who are mindful that they have a legal obligation to act in the best interests of the Charity and its members.

The Charity strives for high standards in service delivery and welcomes feedback from members, volunteers and anyone who works with the Charity, on all aspects of its services.

1. What is a grievance?

A grievance relates to a concern, problem or complaint from one person about another.

2. Methods of dealing with grievances

There are two methods of dealing with grievances – informally and formally. As a general rule, the informal approach should be used in the first instance.

2.1 Informal procedure

Individuals should aim to settle their grievance informally by talking directly to the person against whom they have the grievance. Usually, a polite discussion and, if necessary, an explanation/apology will resolve the matter satisfactorily. If the matter cannot be resolved after raising it informally, the formal procedure should be used.

2.2 Formal Procedure

2.2.1 If it is not possible to resolve a grievance informally, individuals should raise the matter formally with a Trustee, setting out in writing the facts and nature of their grievance. This will be passed to the Chair.

2.2.2 Upon receipt of the written formal grievance, the Chair will arrange to meet with the aggrieved person as soon as possible, ideally within 10 working days.

2.2.3 At the meeting with the Chair, the aggrieved person will have the opportunity to explain their grievance and to suggest how they think it should be resolved.

2.2.4 If, during discussion, it is deemed necessary to investigate the matter in order to establish any facts or consult third parties, the meeting may be adjourned. The meeting should be reconvened as soon as practically possible after the investigation is completed.

2.2.5 At the end of the meeting, the Chair will advise the complainant of what action will be taken, if any, and will confirm that decision in writing.

2.2.6 Where the grievance is not upheld, the reason will be explained to the complainant.

2.2.7 If the complainant disagrees with the Chair’s decision, they will be given details of their right to lodge a formal complaint under the complaints procedure set out in the Charity’s separate Complaints Policy, which sets out procedures for dealing with complaints about or against the Charity.

3. Meetings

Individuals have the right to be accompanied at any formal meetings by a companion. This could be a friend or family member but should not be anyone who has an interest or involvement in the matter.

3.1 The role of the companion is to provide support to the complainant and they may:

- address the hearing
- put forward the complainant's case and sum up
- confer with the complainant and provide advice

3.2 Both the complainant and their companion should make every effort to attend scheduled meetings. If the companion is unavailable to attend a formal meeting, the meeting may be postponed for up to 5 working days from the original meeting date.

3.3 Where possible, meetings will be attended by an independent note taker to ensure that decisions and actions are agreed by both parties as a true reflection of the meeting.

4. Review

This procedure shall be reviewed by the Trustees every two years or as appropriate.

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