

MENS SHED LLANDUDNO

GRIEVANCE PROCEDURE

Principles

1. The Association realizes that there will be occasions when our members may wish to raise formal issues or complaints about the association or other members. While we would hope that in most cases these could be resolved informally, we will try to deal speedily and effectively with any that remain unresolved, through the following procedure.
2. This procedure applies to all members.
3. Any member pursuing a grievance can, if he wishes, continue to attend normally while the grievance is being investigated. Generally, the status quo will be maintained during this process, unless doing so could result in serious problems for the member, other members or the association in general.
4. You may be accompanied or represented by a fellow member at any stage of the procedure.
5. If your grievance relates to a disciplinary action against yourself, it should be raised under the association's disciplinary procedure. Please see *Code of Conduct*.
6. All grievances should be raised with the Chairman, unless the grievance is with the Chairman. Where a grievance is against the Chair, the matter should be raised with the Secretary. Where a grievance is against any Officer, the matter should be raised with the Executive above that person in the order: Chairman; Secretary; Treasurer.
7. In any collective complaints or grievances, a spokesman should be appointed to represent the group of members affected.

Procedure

Stage 1

Any grievance should be raised initially with the Secretary, Vice-Chairman or Chairman as appropriate. Grievances against ordinary members should be raised with the Secretary. The Officers will respond in writing to the complainant within 7 working days.

Stage 2

If the matter is not resolved at Stage 1 or within the 7 working days, refer the grievance **in writing** to the Executive Board, who will arrange a meeting to consider it within 7 working days of your written request. You should clearly set out the reason for referring the grievance to the second stage of the procedure. After full consideration, the decision of the association Executive Board will be given in writing and will be final.