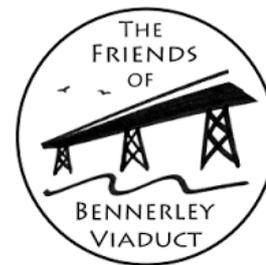


The Friends of Bennerley Viaduct



GRIEVANCE PROCEDURE

Dealing with grievances informally

5 If you have a grievance or complaint about the Friends of Bennerley Viaduct or
any of the people in it you should whenever possible start by talking about it informally as sometimes a
solution can be found without proceeding to a formal complaint. If you are a member of the public, a member
of the organisation or a volunteer start by raising it with a committee member (see below for a list of
committee members). Employees or people contracted to provide services should start by raising the matter
10 with the committee member or member of staff they normally report to. If your complaint is against that
person and you would be uncomfortable talking to them then you should go to another member of the
committee.

Formal grievance

15 If the matter is serious or cannot be resolved informally you will need to raise it formally by setting out your
grievance in writing and sending it to the committee chairperson. You should stick to the facts and avoid
language that is insulting or abusive.

Grievance hearing

20 The committee chairperson will call you to a meeting, normally within 10 working days, to discuss your
grievance. You have the right to be accompanied by a colleague, friend or trade union representative at this
meeting if you request it in advance. After the meeting you will be given a decision in writing, normally within
10 working days. You will be informed if it is necessary to gather further information before making a
decision.

Appeal

25 If you are unhappy with the decision made at the hearing and you wish to appeal you should let the
committee chairperson know. You will be invited to an appeal meeting, normally within 10 working days, and
your appeal will be heard by the chairperson of the Trustees. You have the right to be accompanied by a
colleague, friend or trade union representative at this meeting if you make a request in advance. After the
meeting the chairperson of Trustees will give you a decision, normally within 10 working days. That decision
is final.

Committee Members: Jeff Wynch (Chair) Tim Reed (Treasurer) Philip Robinson (Sec)

30 Ben Daykin Phillip Ellis Paul Miller Ian Potter John Scruton Kieran Lee

Grievance Procedure adopted by FoBV Committee 30th March 2020

Signed (Chair of Committee) _____ Date _____

35 Grievance Procedure adopted at FoBV Trustees Meeting 27th April 2020

Signed (Chair of Trustees) _____ Date _____