



# **MHW Foundation CIO**

## **Grievance Policy and Procedure**

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Date Adopted: 12/10/2025

#### **1. Purpose and Scope**

This policy outlines how MHW Foundation CIO handles grievances raised by staff, volunteers, trustees, contractors, and partner organisations. It provides a fair, consistent, and transparent process for resolving concerns relating to workplace issues, management decisions, working relationships, or the conduct of others within or connected to the charity.

#### **2. Policy Statement**

MHW Foundation CIO is committed to creating a positive and respectful working environment where all individuals feel valued and supported. We recognise that, from time to time, issues may arise that cause concern. This policy provides a framework for resolving such matters promptly, fairly, and confidentially in accordance with the ACAS Code of Practice on Disciplinary and Grievance Procedures (2024).

#### **3. Principles**

Our grievance procedure is founded on the following principles:

- Fairness and impartiality for all parties involved.
- Resolution at the lowest possible level wherever appropriate.
- Confidentiality and respect throughout the process.
- Protection from victimisation or retaliation for raising a genuine concern.
- Compliance with UK employment and data protection law.

#### **4. Who the Policy Applies To**

This policy applies to all:

- Employees, volunteers, and trustees of MHW Foundation CIO.
- Contractors, sessional workers, or consultants engaged by the organisation.
- Partner organisations or affiliated service providers who deliver services on behalf of MHW Foundation CIO.



## **5. Types of Grievances Covered**

Examples of matters that may be raised under this policy include:

- Working conditions or workload concerns.
- Interpersonal conflict or inappropriate behaviour.
- Discrimination, harassment, or bullying.
- Breach of organisational policy or unfair treatment.
- Mismanagement, communication issues, or decision-making concerns.
- Concerns regarding treatment by partners, contractors, or trustees.

## **6. Informal Resolution**

Wherever possible, grievances should first be raised informally with the relevant manager, supervisor, or the Grievance Lead (Anthony Young). Informal discussions aim to resolve concerns quickly and constructively through open communication and mediation. If the issue cannot be resolved informally, the complainant may initiate the formal grievance procedure. Where appropriate, mediation may be offered by an independent third party to resolve the grievance before formal procedures begin.

## **7. Formal Grievance Procedure**

Stage 1 - Submitting a Formal Grievance:

The individual should submit their grievance in writing to the Grievance Lead, outlining the issue, relevant facts, and desired outcome. Acknowledgement will be provided within five working days.

Stage 2 - Investigation:

An impartial investigation will be conducted to gather facts and evidence. The investigator may meet with the complainant and any relevant parties. A summary of findings will be prepared for the grievance hearing.

Stage 3 - Grievance Hearing:

A formal hearing will be arranged within 15 working days of receiving the written grievance. The complainant has the right to be accompanied by a colleague, trade union representative, or trusted individual. A written outcome will be issued within 10 working days of the hearing.

Stage 4 - Appeal:

If dissatisfied with the outcome, the complainant may submit a written appeal within 10 working days to the Independent Trustee Reviewer (Lisa Vieyra). An appeal hearing will be held within 20 working days, and the decision reached will be final.



## **8. Roles and Responsibilities**

Anthony Young (Grievance Lead): Responsible for managing and investigating grievances in line with this policy.

Lisa Vieyra (Independent Trustee Reviewer): Oversees the appeals process and ensures impartiality.

Managers/Supervisors: Expected to promote open communication and handle concerns sensitively.

All Personnel: Encouraged to raise concerns early and participate constructively in the resolution process.

## **9. Confidentiality**

All grievances will be handled confidentially. Information will only be shared with those directly involved in the process. Records will be kept in accordance with the Data Protection Act 2018 and UK GDPR. Breaches of confidentiality may result in disciplinary action.

## **10. Protection from Victimisation**

No individual will be treated unfavourably, dismissed, or disadvantaged for raising a genuine grievance in good faith. Any retaliation or victimisation will be treated as a disciplinary matter and may result in serious consequences for the perpetrator.

## **11. Timescales and Record Keeping**

MHW Foundation CIO aims to resolve grievances as quickly as possible. While timescales may vary depending on complexity, all stages will normally be completed within a total of 40 working days. Records of grievances and outcomes will be securely retained for a minimum of seven years.

## **12. Links to Other Policies**

This policy should be read in conjunction with:

- Code of Conduct
- Whistleblowing Policy
- Equality, Diversity & Inclusion Policy
- Allegations and Complaints Policy
- Safeguarding Policy (Adults and Children)



### **13. Trustee Sign-Off**

This Grievance Policy and Procedure was approved and adopted by the Trustees of MHW Foundation CIO on 12 October 2025. The Board of Trustees will review all grievances annually to identify trends, ensure fairness, and implement organisational learning

Signed: *A Young* (Anthony Young, Chair of Trustees)

Dated: 12 October 2025