

## Policy & Procedures

### Grievance, whistleblowing and disciplinary policy

#### Purpose

These policies and procedures have been designed to help employees and/or volunteers working directly with the Culture, Health & Wellbeing Alliance who have a problem, concern or grievance about their work, working environment or working relationships.

The procedures will mean that the problem is dealt with formally at the appropriate level as quickly as is practical. Any such person wishing to use this procedure can do so freely and without prejudice to their position in the Culture, Health & Wellbeing Alliance. It applies to all employees and volunteers irrespective of job, paid or unpaid, or length of service.

#### Who this policy affects

All employees and volunteers (paid and unpaid) of the Culture, Health & Wellbeing Alliance. (Please see our Volunteering and Internship Policy for more information in relation to volunteers.)

### 1. Grievance procedure

#### Informal Procedure

You are encouraged to attempt to resolve any routine problem, complaint or grievance through an informal discussion with your line manager (or volunteer coordinator).

#### Formal Procedure

If this is not possible, successful or appropriate, or you wish to raise the matter formally, you should use the following procedure:

##### *Stage 1*

If you wish to raise a formal grievance, you should put your grievance in writing, stating clearly that it is a grievance.

Please use email if possible – you are welcome to send a physical letter to the registered address of the Culture, Health & Wellbeing Alliance but please be aware that staff may not collect physical post on a regular basis and that this will delay the process.

In the first instance please send any grievance to the Executive Director of the Culture, Health & Wellbeing Alliance, who will attempt to deal with the matter. If the problem, concern or grievance relates to the Executive Director of the Culture, Health & Wellbeing Alliance, please see below. ([Contact details are available here.](#))

The Executive Director of the Culture, Health & Wellbeing Alliance will acknowledge receipt and arrange for you to attend a grievance hearing, where possible, within 7 working days of receiving your grievance. This hearing will be with you, the Executive Director, and an independent person acceptable to both parties.

At the grievance hearing you will be given an opportunity to discuss your grievance with the Executive Director of the Culture, Health & Wellbeing Alliance. If it is deemed appropriate, further investigation may take place and actions may be taken. The Executive Director will confirm their response to the grievance in writing normally within 10 working days of the hearing or, if no hearing is held, within 10 working days of receipt of the written grievance.

If the problem, concern or grievance relates to the Executive Director of the Culture, Health & Wellbeing Alliance, you can still write to them to raise the grievance and start this procedure, but if you prefer you can instead write to the Chair or Co-Chair of the Board of Directors (see below). [You can find details for the Board of \(non-Executive\) Directors here.](#)

### *Stage 2*

If the matter is not resolved to your satisfaction by the Executive Director (or the problem, concern or the grievance relates to the Executive Director), you can raise it with the Chair or Co-Chair of the Board of (non-Executive) Directors. You must set out in writing (preferably by email) your grievance and/or why you aren't satisfied with any previous action taken.

Where possible, within 7 working days of the receipt of the grievance, the Chair or Co-Chair of the Board of Trustees will arrange for you to attend a grievance hearing with them. Any one or more of the other (non-Executive) Directors may take part in this procedure, at the invitation of the Chair or Co-Chair of the Board of (non-Executive) Directors.

If it is deemed appropriate, further investigation may take place and action may be taken.

### *Stage 3*

As for Stage 2, but raising the problem, concern or the grievance with the full Board of (non-Executive) Directors.

A decision will normally be given to you within 5 working days of the hearing. The decision will be final and the internal grievance procedure is exhausted after this stage.

If it is not possible for you to receive a response or for a decision to be made or a hearing to be held within the time envisaged by this policy at any stage, you will be notified of this and told when you can expect such action to take place.

### *Stage 4*

If your grievance has not been resolved you can contact ACAS to take the matter further. Please [see this government guidance](#).

### *Requests to be accompanied at the Grievance Hearing*

At all stages of the grievance procedure you are entitled, on your reasonable request, to be accompanied at any grievance hearing by a colleague or person of your choice.

## 2. Whistleblowing

You're a whistleblower if you're an employee or volunteer and you report certain types of wrongdoing.

The wrongdoing you disclose must be in the public interest. This means it must affect others, for example the general public.

As a whistleblower you're protected by law - you should not be [treated unfairly or lose your job](#) because you 'blow the whistle'.

You can raise your concern at any time about an incident that happened in the past, is happening now, or you believe will happen in the near future.

### Complaints that count as whistleblowing

You're protected by law if you report any of the following:

- a criminal offence, for example fraud
- someone's health and safety is in danger
- risk or actual damage to the environment
- a miscarriage of justice
- the company is breaking the law, for example does not have the right insurance
- you believe someone is covering up wrongdoing

Whistleblowing means contacting someone outside the Culture, Health & Wellbeing Alliance to inform them of one of the problems above.

Please read this [government guidance on whistleblowing](#) or contact [Citizens Advice](#).

Personal grievances (for example bullying, harassment, discrimination) are not covered by whistleblowing law, unless your particular case is in the public interest. They should be dealt with using the grievance procedure on the previous page of this guidance.

## 3. Disciplinary procedure

### Informal Procedure

You are encouraged to attempt to resolve any routine problem through normal line management meetings or informal discussion.

### Formal Procedure

If this is not possible, successful or appropriate, you should use the following procedure.

#### *Stage 1*

Any line manager who wishes to start disciplinary proceedings must explain the need for this in writing, stating clearly that they are initiating a disciplinary process and describing all attempts made to resolve the issue through routine line management.

Please use email if possible.

In the first instance please send any disciplinary correspondence to your own line manager. In the case of the Executive Director of the Culture, Health & Wellbeing Alliance, disciplinary correspondence must be sent to the full Board of (non-Executive) Directors.

The line manager will acknowledge receipt. If they are satisfied that routine means have been exhausted, they will arrange for a disciplinary hearing, where possible within 7 working days of receipt. This hearing will be with you, the employee or volunteer in question, and your line manager (or in the case of the Executive Director, a member of the Board of (non-Executive) Directors).

At the disciplinary hearing you and the employee or volunteer in question will be given an opportunity to discuss the issue in question. If it is deemed appropriate, further investigation may take place and disciplinary actions may be taken.<sup>1</sup>

You have the right of appeal if you feel the outcome is too severe or any stage of the disciplinary procedure was wrong or unfair.

### Review and maintenance of this policy

The Culture, Health and Wellbeing Alliance CIC shall undertake to review this policy, its implementation and effectiveness every two years. The views of all employees and volunteers shall be sought where necessary and reflected in the review process.

Any new legislation or developments in existing legislation will be considered as and when required and the policy will be updated to reflect these developments.

This policy was approved and agreed by the Board of Directors on the date shown below.

Signed:   
Name (please print): Matt Walsh  
Position: Co-Chair of Board of Directors  
Date: 8 December 2022  
Review dates: Every two years from the date above  
Organisation name: Culture, Health & Wellbeing Alliance CIC  
Company Number: 12359172

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<sup>1</sup> Disciplinary situations include misconduct (bullying, harassment, refusing to do work ('insubordination'), being [absent without permission](#)) and/ or poor performance (capacity) (as per National Council for Voluntary Organisations guidance).