



## **Border Rambler Rural Transport Services** **Grievance Procedure**

### Dealing with grievances informally

If you have a grievance or complaint about your work or someone you work with you should start by speaking with your manager wherever possible. You may be able to agree a solution informally between you.

### Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to a Trustee. You should keep to the facts and avoid language that is insulting or abusive.

If your grievance is against a Trustee and you feel unable to approach them, you should raise it with **another Trustee**

### Grievance hearing

A Trustee will call you to a meeting, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague.

After the meeting your Trustee will give you a decision in writing, usually within 24 hours.

If the Trustee needs more information before making a decision, they will inform you of this and the timescale.

### Appeal

If you are unhappy with the decision on your grievance you can raise an appeal. You should tell the trustee involved.

You will be invited to an appeal meeting, normally within 5 working days, with another Trustee. You have the right to be accompanied by a colleague.

After the meeting the Trustee will give you a decision, usually within 24 hours. The Trustee's decision is final.