



## GRIEVANCE PROCEDURES

Action	Name	Role	Date
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Signed off by	Leon Roberts	EMMAA Board Member & Safeguarding Lead	29/11/2022
Signed off by	Marc Goddard	EMMAA President	13/12/2022

## Purpose and scope

While EMMAA promotes open and transparent working relationships where volunteers and employees should feel free to speak up about any problems or issues they may see, we are aware that sometimes issues may arise.

These procedures are in place to set out how volunteers and employees can report these issues without fear of retribution and how such reports will be handled and investigated.

## Summary

- The person concerned should aim to resolve most grievances informally with the support and or advice from any board member if necessary, but if a grievance cannot be settled informally, they should raise it formally with the President of the Board.
- Grievances should be resolved as quickly as possible, and all details should remain confidential.
- Volunteers and employees have the right to be accompanied at meetings by a representative.
- Written records will be kept for future reference.
- Retaliation against any volunteer or employee who brings a complaint is prohibited and will subject the retaliator to discipline up to and including discharge.
- EMMAA will report back to the complaining party, and their decision is final.

## Making a Grievance

Any concerns about any aspect of your treatment can be made in writing, to EMMAA admin at [info@englishmma.org](mailto:info@englishmma.org) or directly to a Board Member.

Grievances will be investigated by the Board. In the case where Board Members are implicated in the grievance, they will be excluded from the investigation team, though may be called for interviews. Details of the grievance will not be shared beyond those who need to know.

All records of grievances made will be kept on record.

Making a grievance must not result in less favourable treatment for the individual who made it. The individual should be supported and kept informed of the progress of their grievance where possible. Any instances of victimisation of an individual making a grievance will be taken seriously and could lead to serious disciplinary action.

## **Investigation of grievances**

All grievances will be treated consistently and fairly.

The Board will determine the relevant parties in the grievance, including if any Board Members are part of the grievance and need to be excluded from the investigation.

The volunteer making the grievance themselves will first be invited to a formal meeting in which the grievance will be investigated.

The Board members investigating the grievance will conduct interviews with all relevant parties as well as investigate any relevant records. Records of these investigations must be kept in writing.

Following this, a decision will be made on whether or not to uphold the grievance, and whether or not remedial action should be taken.

The outcome of the investigation will be recorded in writing and a formal response delivered to the person concerned making the grievance, stating whether the grievance has been upheld. Due to confidentiality, they will not be notified of any remedial action taken against another member of EMMAA as a result of their grievance. In such cases, a separate action will be initiated under the disciplinary procedure.

## **Right to be Represented**

Volunteers and employees have the right to be represented at all stages of this procedure. Those wishing to be represented should provide the name and contact details of their representative prior to the meeting. The representative must not be directly involved in the grievance.

The representative has the right to speak on behalf of the volunteer/employee, state their case, and summarise the points made. However, the representative cannot answer questions on behalf of the volunteer/employee.