

Burnside and Vinery Allotment Society - Grievance Procedure

Introduction

The aim of this Grievance Procedure is to settle grievances or complaints fairly, and it is intended to operate simply and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made to settle the issue amicably.

If a Tenant has a problem with any other Tenant, and is unable to sort it out informally, the matter should be referred to the Committee under this procedure. Please note that the Tenant is expected to make all reasonable efforts to resolve matters informally before involving the Committee.

If the problem is serious or remains unresolved, the Tenant can use this grievance procedure. Tenants are, however, asked to bear in mind that members of the Committee are volunteers, and to ensure that their expectations of what can be achieved and in what timescale under this procedure are reasonable and proportionate.

In the case of a grievance being raised as a counter-grievance, it may be appropriate to deal with both issues at the same time.

The grievance procedure may be used to deal with complaints raised in relation to the Behaviour Policy.

The Procedure

1 - Raise the grievance in writing

The Tenant should raise a grievance with the Committee in writing (including, and preferably, by email) without unreasonable delay, normally within one month of the incident (or final incident) that gives rise to the grievance.

If the grievance is against the Committee or any particular member of the Committee, the matter should be raised with one of the Site Chairs. If the grievance is against one of the Site Chairs, the matter should be raised with the other Site Chair.

The Tenant must detail in writing the specific circumstance or circumstances which constitute the grievance, with dates, times, witnesses, etc. as relevant. Tenants should stick to the facts and avoid insulting or abusive language.

2 - Invitation to a Grievance Meeting

The Committee will appoint two members of the Committee, who will be members not involved in the circumstances giving rise to the grievance ("the Investigating Committee"), who will invite the Tenant to attend a meeting, without unavoidable delay, to discuss the matter.

The Investigating Committee will also state that the Tenant is entitled to be accompanied by a friend or relative at the meeting.

It is the Tenant's choice whether or not to attend a grievance meeting; however, it is generally considered helpful to the resolution of the dispute to do so.

3 - Grievance Meeting

The Tenant will be given the opportunity to put forward their case and say how they would like to see it resolved.

One member of the Investigating Committee will make a written record of the meeting, which will subsequently be circulated to all present at the meeting for agreement.

4 – Further investigations

The Investigating Committee may consider it necessary to undertake further investigations, which are likely to include approaching the party against whom the grievance has been raised. Any necessary investigations will be carried out to establish the facts of the grievance. If appropriate, the Investigating Committee may invite both parties to attend a meeting together.

5 - Decision

Having considered the grievance and completed all reasonable investigations, the Investigating Committee (or Chair) will give their decision regarding the grievance in writing to the Tenant. If appropriate, the decision will set out what action the Committee intends to take to resolve the grievance; or if the grievance is not upheld, will explain the reasons why not.

Where the grievance does not involve consideration of breach of Allotment Policies, the decision of the Investigating Committee, or the Chair where relevant, will be final. The Committee will be informed of the outcome of the grievance in the ordinary course of its meetings, and any points of learning for the Committee arising from the grievance or the management of it will be noted.

If the Tenant is found, in the opinion of the Investigating Committee, to have breached the terms of the Behaviour policy, the Committee will be informed. The Committee will then discuss the appropriate action to be taken in respect of the breach, and will inform both parties in writing of the action to be taken within seven days of the meeting at which the matter is discussed. The Committee will have the power to suspend or terminate the Tenant's membership of the Society, as appropriate, or to take any other action that it considers necessary.

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