

SBTD Grievance Procedure

The grievance procedure is aimed at addressing concerns of individuals and organisations. As well as addressing your concerns, it helps us improve the services we provide as an organisation

Types of complaint

Complaints to SBTD will fall into three main categories. These broadly relate to issues regarding our:

- Services and policies
- Staff
- Members

There are a number of ways that the Society can take a complaint forward.

Minor complaints

These encompass minor and informal complaints on issues you may wish to bring to our attention or suggestions for a change to the Society's processes or policies. We take all complaints and suggestions seriously, and if any such complaint raises serious internal concern we may escalate this to a formal complaint process.

Major complaints

These will usually encompass the actions of our members, staff or volunteers and will, if deemed appropriate, trigger a formal internal process. Such complaints should be made in writing and be in line with the Society's Code of Conduct which are available on our website.

The complaint should be emailed to the Board of Directors. If the complaint involves one of the Directors, the complaint should be emailed to the Administrator.

Anonymous complaints

Unfortunately, we cannot accept anonymous complaints as this would significantly hamper our ability to reach a just conclusion. In all cases we will attempt to carry out an investigation of the issues raised where there is enough information provided. All complaints will be handled sensitively and with full confidentiality unless you specify otherwise. If disclosure of your identity is required, we will not do so without your consent unless required by law. You should understand that there may be times when we are unable to resolve a concern without revealing your identity, for example where your personal evidence is essential. While we take all complaints seriously, and all will be reviewed, if you are unwilling to reveal your identity we may be unable to take the complaint forward.

Vexatious complaints

SBTD retains the right to terminate correspondence regarding vexatious complaints.

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 project/line manager wherever possible. You may be able to agree a solution informally between you. You can also talk to the Administrator or one of the Directors.

Formal grievance

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

If your grievance is against one or more of the Board of Directors and you feel unable to approach them, you should raise it with the Administrator or a member of the Steering Committee.

How SBTD will handle your complaint

A member of the Board of Directors or the Administrator will call you to a meeting, usually within 10 working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative.

After the meeting the Administrator will give you a decision in writing, usually within 5 working days. If the member of the Board of Directors or the Administrator needs more information before making a decision, they will inform you of this and the timescale.

After the complaint is processed

The Society will consider and aim to incorporate any suggested improvements to its practices into its procedures. All complaints will be dealt with in a manner which seeks to minimise the reoccurrence of such incidents. Outcomes of any complaints procedures may be used to influence further development of internal policies and strategy.

The Society's Steering Committee receives a report of any formal complaints following the completion of investigative procedures. All major complaints are logged for future reference.