

NEWTON AND BYWELL COMMUNITY TRUST

Grievance Policy

Introduction

This procedure is designed to ensure that if you have a grievance relating your interaction with Newton & Bywell Community Trust you have the opportunity of raising the matter and, if justified, having your grievance rectified.

There are three levels to the grievance procedure.

Level 1

Firstly raise the matter with the Nominated Trustee as soon as possible in writing. He or she will attempt to resolve your grievance as soon as possible and will arrange to hear the details of your grievance within five days of receiving your letter. You will receive a response in writing within five days.

Level 2

Should the grievance not be satisfactorily resolved at this point, you may raise the matter with another Trustee who will hear your grievance within five days of receiving notification from you.

Level 3

Should the matter still not be resolved, you may refer the matter in writing to the Chairman of the Trustees at the above address. The decision of the Chairman of the Trustees will be final.