

# CANOLFAN CEIRIOG CENTRE CYF

Company Registration Number: 4984871

Charity Registration Number: 1103898

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## Grievance Policy

### 1. Introduction

Canolfan Ceiriog CYF is committed to fostering a respectful, inclusive, and supportive environment. This Grievance Procedure provides a clear and fair process for resolving concerns or complaints raised by staff, volunteers, or individuals acting on behalf of the organisation. Issues will be addressed promptly, fairly, and sensitively.

### 2. Scope

This procedure applies to:

- Employees
- Volunteers
- Trustees
- Contractors or sessional workers

It does not apply to hall hirers or members of the public (see Complaints Policy).

### 3. Principles

- All grievances will be taken seriously and handled in confidence.
- The person raising the grievance will not be victimised.
- All parties will have the opportunity to present their views.
- Issues should be resolved informally where possible.

### 4. Informal Resolution

Where appropriate, individuals are encouraged to raise issues informally with the relevant person or a trustee. Many concerns can be resolved through open and respectful discussion. Notes of the conversation may be taken and shared as appropriate.

### 5. Formal Grievance Procedure

If the issue cannot be resolved informally, the individual may submit a written grievance to the Chair of Trustees.

The procedure will be as follows:

1. Acknowledgement of the grievance within 5 working days.
2. Investigation by an appointed trustee or panel.
3. A formal meeting with the individual, who may bring a representative.
4. A written outcome provided within 10 working days of the meeting.

## **6. Appeals**

If the individual is dissatisfied with the outcome, they may appeal in writing within 10 working days. The appeal will be reviewed by a different trustee or panel not involved in the original decision. The outcome of the appeal is final.

## **7. Confidentiality and Record Keeping**

Grievance records will be handled confidentially and stored securely. Only those directly involved will have access to the information.

## **8. Review**

This procedure will be reviewed annually or in response to:

- Significant concerns or complaints
- Changes in relevant legislation or guidance
- Feedback from those involved in grievance processes

This policy is fully endorsed by the Canolfan Ceiriog Centre Trustees

Trevor Bates (Chair)

June 2025