



Suffolk Artlink

Grievance Policy and Procedures

1. Policy

The purpose of this formal grievance procedure is to enable employees and volunteers who have a problem, concern or grievance about their work, working environment or working relationships to have that problem dealt with formally at the appropriate level as quickly as is practical.

Any such person wishing to use this procedure can do so freely and without prejudice to their position in Suffolk Artlink. It applies to all employees and volunteers irrespective of job, paid or unpaid, or length of service.

In this Policy and Procedure, references to "Director" include all or any of the Co-Directors if at such time the position of Director is filled under a job-share arrangement.

In this Policy and Procedure, references to "Chair of Trustees" include all or any of the Co-Chairs of Trustees if at such time the Chair of Trustees is filled under a shared role arrangement.

2. Persons affected

All employees and volunteers (paid and unpaid) of Suffolk Artlink. While volunteers are not covered by statutory grievance procedures, Suffolk Artlink extends this process to volunteers in line with its values of fairness and transparency.

3. Procedures

Informal Procedure

You are encouraged to attempt to resolve any routine problem, complaint or grievance you have by way of informal discussion with your line manager. However, if this is not possible, successful or appropriate, or you wish to raise the matter formally, you should use the following procedure.

Suffolk Artlink encourages the resolution of concerns informally wherever possible, as this can often lead to quicker and more amicable outcomes.

Formal Procedure – Stage 1

If you wish to raise a formal grievance, you should put your grievance in writing, stating clearly that it is a grievance. In the first instance (except where the problem, concern or grievance relates to the Director of Suffolk Artlink) all grievances should be submitted to the Director of Suffolk Artlink, who will attempt to deal with the matter.

Please be thoughtful about speaking to people within and outside Suffolk Artlink about your grievance in a way that might adversely affect the process.

The Director of Suffolk Artlink will (where possible within 7 working days of the receipt of a grievance) arrange for you to attend a grievance hearing with them and an independent person acceptable to both parties; said meeting to be held within the next 7 working days.

At the grievance hearing you will be given an opportunity to discuss your grievance with the Director of Suffolk Artlink. You will be asked about what outcomes you are hoping for from the process and you may be offered options such as mediation. If it is deemed appropriate, further investigation may take place and actions may be taken. The Director will confirm their response to the grievance in writing normally within 5 working days of the hearing or, if no hearing is held, within 5 working days of receipt of the written grievance.

If the problem, concern or grievance relates to the Director of Suffolk Artlink, you may, if you wish, raise it instead in writing with the Chair of the Board of Trustees.

Formal Procedure – Stage 2

If the matter is not resolved to your satisfaction by the Director of Suffolk Artlink (or the problem, concern or the grievance relates to the Director of Suffolk Artlink), you may raise it with the Chair of the Board of Trustees.

You must set out in writing your grievance and reasons for your dissatisfaction with the previous action taken.

Where possible, within 7 working days of the receipt of the grievance, the Chair of the Board of Trustees will arrange for you to attend a grievance hearing with them to be held within the next 7 working days. Any one or more of the other Trustee Directors may take part in this procedure, at the invitation of the Chair of Trustees. You will be given an opportunity to discuss your grievance with the Chair of the Board of Trustees. If it is deemed appropriate, further investigation may take place and action may be taken.

The Chair of Trustees will issue their response to the grievance in writing normally within 5 working days of the hearing.

If the Chair of Trustees is unable to act due to a conflict of interest, another independent trustee or an external HR professional may be appointed to oversee the process.

Formal Procedure – Stage 3

As for Stage 2, but raising the problem, concern or the grievance with the full Board of Trustees.

A decision will normally be given to you in writing within 5 working days of the hearing. The decision will be final and the internal grievance procedure is exhausted after this stage.

If it is not possible for you to receive a response or for a decision to be made or a hearing to be held within the time envisaged by this policy at any stage, you will be notified of this and told when you can expect such action to take place.

Support during the process and requests to be accompanied at the Grievance Hearing

If you are signed off work by your GP during the grievance process Suffolk Artlink will offer you options for participating in the grievance process and may provide additional support, for example, from the Occupational Health Service. Please seek advice from your GP.

At all stages of the grievance procedure you are entitled, on your reasonable request, to be accompanied at any grievance hearing by a colleague or person of your choice.

Nothing in this policy prevents an employee from seeking advice or lodging a complaint with an external body such as ACAS or an employment tribunal.

4. Revision history

The Suffolk Artlink Board of Trustees will review the policy triennially.

Date approved	Date amended
September 2012	
September 2013	September 2013
22 September 2014	22 September 2014
14 November 2016	14 November 2016
25 September 2017	25 September 2017
2 November 2020	2 November 2020
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