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**GRIEVANCE PROCEDURE FLOW CHART**

**Informal Resolution**

Ask to talk to your line manager in confidence within 20 working days of an incident occurring.

**Appeal to Trustees**

If the issue is still not resolved an appeal can be made in writing and sent to the Chair of Trustees within 10 working days of the receipt of the formal written response from the Manager. The Appeal committee will make a decision within 20 working days and there is then no further right of appeal.

**Manager replies within 10 days with solution**

**Initiate Formal Resolution**

Formal written letter to be sent to Manager within 10 working days and the manager will arrange a formal meeting to discuss the grievance. A formal written response should be written within 5 working days of a decision being taken or another meeting arranged.

**Issue resolved**

**Issue not resolved?**