



## Our Patrons

We are proud to be supported by Jim Blair, Steve Elias, Russell Hogarth, Baroness Sheila Hollins, Sian Lockwood OBE and Julie Ward MEP

## DanceSyndrome Grievance Procedure

It is hoped that much of the day-to-day settlements of any difficulties can be achieved through the normal channels of communications. However, where this is not possible, the purpose of this procedure is to provide for the orderly resolution of joint problems and to secure prompt and fair disposition of grievances.

Where possible, parties should come to mutually agreeable interim arrangements to allow work to progress whilst the procedure is being followed.

### Introduction

It is the company's policy to ensure that staff and volunteers with a grievance relating to their programme can use a procedure, which can help to resolve grievances as quickly and as fairly as possible.

### Informal Discussions

if you have a complaint about a matter relating to your work and/or employment you should discuss it informally with your supervisor. We hope that the majority of concerns will be resolved at this stage.

### Stage One

If you feel that the matter has not been resolved through informal discussions, you should put your grievance in writing to your supervisor. The supervisor must give a response within 5 working days in an endeavour to resolve the matter.

### Stage Two

If the matter is not resolved, you may raise the matter, in writing, with the supervisor's line manager, who must give a response within 5 working days. You will be entitled to have a meeting with your supervisor and their line manager to discuss the matter and you may be represented or accompanied at this meeting by a colleague of your choice or friend/member of your family. This meeting will be held within 4 weeks of receipt of the written grievance.

### Stage Three

If the matter is not resolved to your satisfaction, you should put your grievance in writing to the Chairperson of the Board of Trustees. You will be entitled to have a meeting with your supervisor and a nominated member of the Board to discuss the matter. They will give their decision within 7 working days of the grievance being received. Their decision is final. This meeting will be held within 4 weeks of receipt of the written grievance.

#### Office address:

**DanceSyndrome**  
C/O Pathway Associates  
Suite 2, Waterside,  
St James Court West,  
Accrington, Lancashire,  
BB5 1NA

**Telephone:** 07597 942494  
**Email:** info@dancesyndrome.co.uk  
**Website:** dancesyndrome.co.uk  
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**facebook:** dancerleddisabilityinspired

**Registered Charity No: 1152664**  
Registered in England and Wales  
**Social Enterprise**  
and company limited by guarantee  
**Company No: 8402154**





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This policy will be reviewed annually and amended when necessary. It may also be reviewed should any new, relevant legislation require this.

Date of implementation: February 2013

Date of next review: November 2020

Signed: *Sue Blackwell*  
Signed: .....

**Sue Blackwell, Acting Chair – DanceSyndrome – 01.11.2019**

An easy read version of this policy is available at <http://www.dancesyndrome.co.uk/policies>

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### Informal Discussion

- If you have a grievance about your role you should discuss it informally with your supervisor.

### Stage One

- If you feel that the matter has not been resolved through informal discussions, you should put your grievance in writing to your supervisor.
- Your supervisor should give you a response within 5 working days

### Stage Two

- If the matter is not resolved, you may raise the matter, in writing, with the supervisor's line manager
- Your supervisor's line manager should give you a response within 5 working days
- You will be entitled to have a meeting with your supervisor and their line manager to discuss the matter and you may be represented or accompanied at this meeting by a colleague of your choice or friend/member of your family

### Stage Three

- If the matter is not resolved to your satisfaction, you should put your grievance in writing to the Chairperson of the Board of Trustees.
- You will be entitled to have a meeting with your supervisor and a nominated member of the Board to discuss the matter.
- The Board of Trustees should give you a response within 7 days

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