



The Paper Birds Theatre Company GRIEVANCE POLICY

Date created: December 2024
Staff responsible: Jemma McDonnell
Trustee responsible: Lucy Parker
Date of next review: October 2026

About this policy

The policy applies to all employees, freelancers, consultants, contractors and volunteers. This policy does not form part of any employee's contract of employment. It may be amended at any time, and we may depart from it depending on the circumstances of any case. The Paper Birds will use this policy to ensure consistent and fair treatment for all in The Paper Birds.

Terminology

A grievance is an official statement of a complaint over something believed to be wrong or unfair. The Executive Team consists of Jemma McDonnell, Kylie Perry and Charlotte Kalantari - Gregory.

Dealing with grievances informally

If you have a grievance or complaint, we ask that in the first instance you speak with your Line Manager or a member of the Executive Team and seek to resolve the matter informally. If your complaint is about your Line Manager, you should speak to another member of the Executive Team.

Formal grievance procedure

If your grievance cannot be resolved informally, or if the problem is serious, you should put the grievance in writing to a member of the Executive Team. We ask this report to rely on facts and avoid language that is insulting or abusive. If the grievance is concerning your Line Manager, you should raise it with another member of the Executive Team. If your grievance is about the Executive Team you should raise it with Trustee Lucy Parker.

Grievance meeting

Your Line Manager or another member of the Executive Team will call you to a meeting, sometimes called a grievance hearing, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague or a trade union representative.

At the grievance meeting you will be invited to explain your grievance and share how you think it could be resolved.

Investigations

It may be necessary for us to carry out an investigation into your grievance. The purpose of an investigation is to establish a fair and balanced view of the facts relating to a grievance, before deciding on an outcome. The amount of any investigation required will depend on the nature of the grievance and will vary from case to case. If it is decided an investigation is necessary, you will be informed of this, and the timescale.

Grievance outcome

After the meeting and any investigation you will receive a response in writing, usually within 24 hours. This will be that either the grievance is upheld, or the grievance is not upheld.

If the grievance is upheld we will advise you of any action we will take to resolve the matter.

Appeals

If you are unhappy with the response regarding your grievance, you may, within 5 working days of the response, make an appeal. You should outline your appeal in writing to a member of the Executive Team, or to the Chair of Trustees.

You will be invited to an appeal meeting, normally within 5 working days, with a different member of the Executive Team where possible, or a trustee. You have the right to be accompanied by a colleague or a trade union representative.

You will be notified in writing of the outcome of this meeting, usually within five working days. The decision is final and there is no further appeal.

Confidentiality

Our aim is to deal with grievances sensitively and with due respect for the privacy of any individuals involved. Anyone involved in a grievance procedure must treat as confidential any information communicated to them in connection with a grievance.

You, and anyone accompanying you (including witnesses), must not make electronic recordings of any meetings or hearings conducted under this procedure.