



**Triple C**  
(Liverpool)

**Christ Church Community Centre**  
**Sedgemoor Road**  
**Liverpool**  
**L11 3BR**

**0151 226 2992**

## **GRIEVANCE AND APPEAL POLICY & PROCEDURE**

<b>Policy Adopted</b>	September 2008
<b>Last Reviewed</b>	February 2026
<b>Next Review Due</b>	February 2029

Date	Reviewed by	Approved by	Date Accepted by Trustees
February 2023	Chair of Trustees	Policy Review Group	21 March 2023
February 2026	Chair of Trustees	Policy Review Group	4 February 2026

# **GRIEVANCE AND APPEAL POLICY & PROCEDURE**

## **Grievance Procedure - Purpose and Scope**

It is Triple C (Liverpool), hereafter referred to as Triple C, policy to ensure that employees with a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and fairly as possible.

Throughout every stage of the grievance policy, the person handling the grievance is responsible for keeping an accurate written record of the grievance and action taken.

## **Informal discussions**

If an employee has a grievance about their employment, they should discuss it informally with their supervisor. Triple C hope that the majority of concerns will be resolved at this stage.

## **Procedure**

### *Stage 1*

If an employee feels that the matter has not been resolved through informal discussions, they should put their grievance in writing to their supervisor. The supervisor must give a response within five working days in an endeavour to resolve the matter.

### *Stage 2*

If the matter is not resolved to the employee's satisfaction, they may raise the matter, in writing, with the next level of management above their supervisor<sup>1</sup>, this manager must give a response in writing within 14 working days. They may also wish to interview the employee to gain all the facts surrounding their grievance. The employee may be accompanied at this meeting by another employee of Triple C or by a trade union official.

### *Stage 3*

If the matter is not resolved to an employee's satisfaction, they may appeal against the decision.

## **Appeals**

An employee who wishes to appeal against any grievance decision must do so to the Vice Chair<sup>2</sup> in the organisation within five working days. Triple C will hear the appeal and decide the case as impartially as possible. There will be no further appeal after this decision has been made.

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<sup>1</sup> This would usually be the person named as Line Manager in an Employee's contract. If this is not an appropriate person, next in line would be the Chair of Triple C, followed by the Vice Chair of Triple C.

<sup>2</sup> Should the Vice Chair have been involved at Stage 2, this might be the Chair of Triple C or a Trustee nominated by the Vice Chair.

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Most recent review:- February 2023 Next scheduled review February 2026