



مِبْرَةُ الشَّاكِرِيِّ لِلتَّكَافِلِ الاجْتِمَاعِيِّ

Shakiry Charity for Social Solidarity

(Ex Iraqi Charities Forum)

(رابطة المبرات العراقية سابقاً)



POLICIES AND PROCEDURES

GRIEVANCES

1. **Shakiry Charity for Social Solidarity (SCSS)** recognises that, while seeking to avoid this as far as is reasonably possible, there may be occasions when a member of staff or volunteer wishes to take up a grievance. **SCSS** encourages communication at all times and at all levels to ensure that problems can be discussed and, whenever possible, quickly resolved in a manner acceptable to everyone involved.
2. This policy is to be adopted in the event of a grievance, unless it is connected with a disciplinary action when both issues will be discussed together (see Disciplinary Procedure). At all times the presence of a friend or a union representative is encouraged. Throughout, the grievance must be treated as confidential to those immediately concerned and failure to respect this may have an impact on the final outcome.
3. In the event of a grievance, the person concerned should first take the matter to the co-ordinator. If the grievance is with the co-ordinator, the grievance should be taken to the Chair of the Board, or a member of the Board designated for the purpose.
4. A meeting will be arranged within a week to discuss the grievance in detail. The co-ordinator, or designated member of the Board as appropriate, will seek to resolve the grievance at the meeting, or further explore the issue raised and arrange a follow-up meeting within a week. Notes will be kept and any resulting action implemented.
5. If the person concerned is dissatisfied with the outcome, they should write formally to the Chair of the Board who will be required to inform all its other members. The grievance will then be discussed at the next full meeting of the Board, or sooner if the grievance is pressing and there is not to be a full meeting of the Board within the next two weeks.

6. The Board, or three members so designated, will discuss the matter with the aggrieved towards achieving an outcome satisfactory to all concerned, or the matter adjourned for further exploration by the Board. The outcome of the Board's discussion will be given to the aggrieved in writing as quickly as possible, and no less than within a week
7. While the objective throughout is a resolution satisfactory to all concerned, this may not always be possible and the Board will have to act in a way it considers to be in the best interest of **SCSS** and those who benefit from its work.