

GRIEVANCE PROCEDURE (MEMBERS)

Policy number	NWR16	Current version	9
Drafted/amended by	Deirdre McCarthy	Approved by Board on	25 March 2026
Owner (role)	Chair	Scheduled review date	March 2027

INTRODUCTION

All members of NWR should feel safe when participating in NWR activities. NWR takes seriously any grievance that is made. This procedure is designed for all members so that any grievances can be dealt with fairly and quickly and at the lowest possible level within NWR before they evolve into major problems.

Dealing with grievances informally is encouraged.

The member may have a grievance on a variety of factors which would affect her well-being and ability to be an effective member of NWR. These may include discrimination, victimisation, harassment, and intimidation. Please refer to the NWR code of conduct.

All matters related to grievances will be treated confidentially. NWR will keep records of any grievance confidential, subject to any legal or regulatory requirements and subject to the proper requirements of any steps required to address the grievance. The member should also keep the grievance and records confidential.

PROCEDURE

Informal stage

If a member has a grievance relating to her membership of NWR, if possible, she should first discuss the matter with the person concerned. If the member is not satisfied that the issue has been resolved she should refer it verbally or in writing to her Local Organiser who will endeavour to resolve the matter. The Local Organiser will meet with the complainant and attempt to resolve the issue informally.

If the grievance relates to the Local Organiser, the member should raise the initial concern with the CEO who will attempt to resolve the matter informally.

Escalation

1. If the informal stage has not resolved the matter the Local Organiser will invite the complainant to attend a meeting in order to explain her grievance and how she thinks it should be resolved. The complainant should make every effort to attend this meeting. The CEO or a member of staff should be informed by the Local Organiser of the nature of the complaint and that the meeting is taking place and may be invited to this meeting. The member may choose to be supported by another NWR member.
2. The member will be notified of the outcome within 5 working days of the meeting except when further investigations are necessary – in which case the member will be informed.
3. If the grievance is about the Local Organiser, the complainant must put in writing her grievance and send this to CEO, in writing, of her grievance. She should include the details

of the incident, the date it occurred, who was involved, the impact of the incident and how she would like it resolved.

4. The CEO or a senior member of NWR staff will then arrange to speak to the complainant (this may be a phone call, meeting or remote meeting) to gain a further understanding of the situation.
5. The member will be notified of the outcome within 5 working days of the meeting except when further investigations are necessary – in which case the member will be informed.

Formal Stage

1. If the decision is not acceptable, the complainant can appeal in writing to the Appeal Panel of the Board of Trustees within 5 working days of receipt of the decision. The Appeal panel will be composed of 3 members who may be current or former Trustees who have not been involved in any of the earlier stages of the procedure.
2. The appeal will normally be heard within 15 working days of receiving the written notice of appeal, subject to the complexity of the matters at issue and Trustee availability.
3. The complainant should take all reasonable steps to attend the meeting.
4. The Appeal Panel will respond to the grievance in writing usually within 5 working days of the appeal meeting, subject to the complexity of the matters at issue and management availability.

The decision of this Panel will be final.

Notes

At each stage in the procedure NWR staff and volunteers should keep in mind ways in which a grievance could be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part.

In addition, it may be appropriate for the parties involved to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again;

It would be useful if complainants were encouraged to state what actions they feel might resolve the problem at any stage.

Attempts should be made to identify areas of agreement between the parties. It is also of equal importance to clarify any misunderstandings that might have occurred as this can create a positive atmosphere in which to discuss any outstanding issues

Document version history

Version	Description of changes	Date
8	Unknown	January 2024
9	Deirdre McCarthy: Area Supporter wording removing, HOD replaced with CEO. No further changes to wording of policy made. Formatting applied and spell checker	25 March 2026