



# Islamic

Educational & Recreational Institute

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## GRIEVANCE POLICY AND PROCEDURE

NB. All references to an 'employee' in this document, also include volunteers working in the mosque. Therefore, any volunteer wishing to raise a grievance should follow the procedures set out in this document. This document does not create any employment rights for volunteers, it merely sets out a grievance procedure which is to be followed by volunteers with a grievance.

### 1. Introduction

It is important that if an individual involved in the running or management of the Mosque feels dissatisfied with any matter relating to their employment or association with the Mosque should have an effective means by which such a grievance can be aired and, where appropriate resolved. These could be related to employment terms and conditions, health and safety, working practices and organisational change. This procedure sets out the mosque's procedures for dealing with employee grievances

Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to address. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

You have the right to be accompanied at any stage of the procedure by a fellow employee /fellow volunteer or colleague who may act as a witness or speak on your behalf to explain the situation more clearly.

### 2. Principles

2.1 In the first instance all grievances will be dealt with under the informal stage. If it cannot be satisfactorily resolved at this informal stage then the grievance will proceed to the formal stage.

- 2.2 The Trustees will attempt to resolve all grievances in a fair, consistent and timely manner.
- 2.3 Any complaint must be registered with the Trustees within 3 days of the date on which it first arose, or where a series of associated incidents have occurred, within 3 months of the last of these incidents. Only where there are clear extenuating circumstances will these time limits be extended.
- 2.4 No Trustee with prior involvement at an earlier stage may hear any subsequent appeal.
- 2.5 Where the complaint is against a Trustee, the Chair of Trustees, or their nominee, will deal with the grievance at stage 2.
- 2.6 Where a Trustee wishes to raise a complaint, they should first discuss the matter informally with the Chair of Trustees, or their nominee, who will lead the stage 2.
- 2.7 Grievance appeal committees will have the power to allow or disallow the appeal or vary the decision appealed against. Their decision is final and there is no further internal process to follow.
- 2.8 The Grievance appeals committee should normally consist of three Trustees. However, where this is not possible, the committee may comprise of two Trustees.
- 2.9 Where an employee pursues a grievance in good faith, which is not upheld after investigation, no action will be taken. If however an employee pursues a grievance that is found to be malicious or vexatious or completely without any basis whatsoever disciplinary action may be taken.

### **3. Stages of the Procedure**

#### ***3.1 Stage 1 – Informal Stage – Discussion***

- 3.1.1 If an employee/Volunteer has a grievance, they should speak to the person responsible. A Trustee and the employee will discuss the complaint. At the end of the meeting the Trustee will consider all the information and arrive at a decision to

resolve the issue. This will be conveyed to the complainant within five working days.

- 3.1.2 If the employee remains dissatisfied with the response, they should consider moving to stage 2 – formal stage.

### **3.2 Stage 2 – Formal Stage – Grievance Meeting**

- 3.2.1 Employees should put their complaint in writing. The written submission should be given to the Trustee who dealt with the complaint at the informal stage.

- 3.2.2 It is expected that formal complaints are raised within five working days of the outcome of the stage 1 – informal stage discussion.

- 3.2.3 The grievance will be passed to one of the Trustees who will arrange a formal grievance meeting to consider and respond to the complaint. The employee will receive five working days' notice of the meeting.

- 3.2.4 The employee will be informed of their right of appeal.

- 3.2.5 If the employee remains dissatisfied with the response, they should consider moving to stage 3 – appeal hearing. This involves putting their case before a committee of trustees.

### **3.3 Stage 3 – Grievance Appeal Hearing**

- 3.3.1 Employees should put their appeal in writing to the Chair of Trustees within five working days of receipt of the letter confirming the outcome from the grievance meeting.

- 3.3.2 The Chair of Trustees will arrange a grievance appeal hearing. A Trustees committee comprising of three Trustees will consider the appeal. At least one member of the committee must not have been previously involved in the case. The employee will receive five working days' notice of the hearing.

- 3.3.3 All written information from the employee and Trustee who dealt with the grievance at stage 2, will be provided to the hearing panel two working days before the scheduled hearing.
- 3.3.4 Notes should be taken of any meeting and interviews of witnesses. Witnesses will be asked to sign the notes to confirm it is an accurate record.
- 3.3.5 Once the hearing committee has considered all the relevant information relating to the complaint, the outcome will be confirmed in writing normally within 10 working days.
- 3.3.6 The decision of the committee is final and there will be no further internal right of appeal.

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