

Your LINK for improving health and social care

www.themedwaylink.co.uk



June 2010

The Medway LINK

Grievance Procedure

Introduction

This procedure aims to promptly resolve in a fair manner any grievance that a LINK participant may have with another LINK participant, a LINK Group or the LINK as a whole.

Informal Stage

Before any formal stage of the procedure is taken up, the LINK participant who has raised a grievance should try to resolve the issue informally with the person(s) who has / have caused the grievance.

Formal Stage 1

Should an informal resolution prove impossible to attempt or has been tried and is unsuccessful, the participant should report (preferably in writing) the matter to the Medway LINK Member of the Coordinating Team taking the lead on the subject of the grievance*. The grievance will be investigated and, where practicable, will be resolved within ten working days.

* Note: if the immediate Coordinating Team Member is the cause of the grievance, then the participant should go to an alternative Coordinating Team Member who was not involved in the grievance.

Formal Stage 2

If the outcome of the investigation is not to the satisfaction of the participant, they have a right of appeal to the Facilitator of the Coordinating Team, who will consider the issue impartially and give a decision within 10 working days. The decision will be final.

***** *End of procedure* *****

Recommendation: That the above Grievance Procedure is agreed.

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(Answerphone available out of office hours)