

The Egham Museum Trust

Grievance Policy & Procedure

Dates

First Approved: September 2017	Signed (on behalf of TEMT): Date:
Last Approved: February 2021	
Next Review: January 2024	

Introduction

The Egham Museum Trust ('TEMT') commits to be an organisation that values, recognises and responds to the diverse needs of people and those TEMT serves. TEMT adheres to the Equality Act 2010 and will not discriminate against any person or other organisation with particular reference to any of the protected characteristics.

This policy applies to all staff and volunteers of TEMT, including Trustees, contracted freelancers, paid staff, volunteers, sessional workers, students or anyone working on behalf of or under the direction of TEMT (together 'Museum workers').

All Museum workers can raise an individual concern/grievance regarding their work, working environment, working relationships or their treatment at the Museum. TEMT's Grievance Policy & Procedure is intended to ensure fair and equitable treatment for Museum workers who raise grievances, and applies to all, irrespective of length of service or role.

Informal Grievance

If an individual has a grievance or complaint concerning his/her work or other Museum workers, that individual should, wherever possible, start by talking it over informally with the Curator. Both individuals may be able to agree a solution

informally between them. If the grievance cannot be resolved in this way or the individual is not satisfied with the response, the matter should be raised formally using the following procedure.

Formal Grievance

In the event of the matter not being resolved informally, the stages of the formal grievance process are as follows:

Stage 1 - Issue Raising

Should an individual have any grievance relating to his/her work, it should be raised in writing with the Curator and/or Trustees. It is important that any issues are raised promptly and without unreasonable delay. Where a grievance is against any of the Trustees or the Curator and an individual feels unable to approach them, the matter should be raised this with another Trustee. Their contact details can be found in the Museum Manual.

Stage 2 - Grievance Meeting

A formal meeting will be held between the person(s) raising a grievance and the person(s) it has been raised against. If appropriate, a neutral or external person will chair the discussion.

If the grievance is related to unsatisfactory performance of an individual, the person will be invited to a meeting with either the Curator and/or a Trustee.

In both cases, the issues raised will be discussed and notes will be taken that capture the discussions.

Stage 3 - Written Notification

An agreed solution will be decided by the TEMT Chairman, unless they are the subject of the complaint, in which case, decisions will be made by TEMT collectively with discussions chaired by the Vice-Chair, and based on the evidence gathered at the meeting, and will be summarised in a letter. The letter will set out what action TEMT intends to take to resolve the grievance and how a decision can be appealed.

Stage 4 - Final Action

If the situation has failed to improve after implementation of Stage 3, a suitable final action will be put in place. This may mean any Museum worker who has been the subject of the grievance, could be asked to leave their role.

Procedure

Principles

- Each step must be followed through without unreasonable delay.
- All parties must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case.
- Meetings will be at a reasonable time and location.
- All relevant information will be provided to all parties in advance of any meeting under the procedure.
- Any Museum worker has the right to be accompanied by a representative at any meetings (an “Observer”).
- Any Museum worker has a right to be accompanied by a legal representative at any meetings to speak on their behalf.
- If a Museum worker or their companion and/or legal representative are disabled, reasonable adjustments will be made to enable them to participate fully.
- Confidentiality will be maintained throughout; all parties are not permitted to disclose grievances publicly while they are under review.
- After the grievance and regardless of the outcome, both parties will endeavour to work together in a positive manner.

Stage 1 - Issue Raising

Any Museum Worker with a grievance should stick to the facts and avoid insulting or abusive language. The Curator and/or Trustee should reply within 1 working day to acknowledge the grievance and agree the next steps to be taken. This will normally involve a meeting within 5 working days to discuss the grievance. Where the grievance is against any of the Trustees or the Curator and an individual feels unable to approach them, you should raise this with another Trustee.

In some cases, TEMT may need to conduct an investigation into the substance of your grievance, either before a meeting can be held, or after it has met the Museum worker initially to discuss the grievance. The extent of the investigation required will depend on the nature of the particular allegations, and may vary from case to case. It could involve holding investigatory meetings with the individual and/or other relevant individuals, taking statements, and reviewing relevant documents.

If this is the case, this may result in a delay to the resolution of the grievance. TEMT will inform the individual if this is likely, and provide an adjusted timeframe. Continued confidentiality is to be maintained at all times.

Stage 2 - Grievance Meeting

At the appropriate stage, the individual will be invited to attend a grievance meeting hosted by a nominated chairman to discuss the matter. The chairman may be the Curator or a Trustee, or depending on the nature of the complaint, another appropriate individual external from the organisation (approached at the discretion of TEMT). At the meeting, the individual will be given the opportunity to explain his/her grievance and how it should be resolved. If it becomes clear during the meeting that further investigation is required, the meeting will be adjourned so that TEMT can carry out such investigation. TEMT will aim to reconvene it as soon as possible.

The individual must make every effort to attend the meeting. He/she may on reasonable request be accompanied by a third party (your “Observer”) and/or legal representative. It would not be reasonable to be accompanied by a person who, for example, would prejudice the hearing, or who would have a conflict of interest. In good time before the meeting, TEMT should be notified of the identity of the Observer and/or legal representative. The Observer may address the meeting, but cannot answer questions on your behalf or prevent TEMT from explaining its position. If a legal representative is present they can speak on the individual’s behalf.

If the Observer is not available on the arranged time and date, TEMT should be informed as soon as possible. TEMT will normally arrange an alternative time and

date within 5 working days of the original date (unless this is not reasonably practicable, in which case another time and date as soon as possible thereafter).

Stage 3 - Written Notification

No decision will be taken before the chairman has considered properly the issues involved which in some circumstances may require more than one meeting in relation to the grievance. Once a decision has been made, the individual will be informed of it in writing as soon as possible (within five working days of the grievance meeting, unless this is not reasonably practicable). The letter will set out what action (if any) TEMT intends to take to resolve the grievance and the individual will also be informed of his/her right to appeal against the decision, if he/she are not content with the outcome.

Stage 4 - Final Action

TEMT will do all it can to avoid reaching this stage, as it means no suitable solution has been found or implemented.

If the situation has failed to improve after implementation of Stage 3, a suitable final action will be put in place. This may result in asking individuals to leave their role at the Museum.

Appeal

If the matter is not resolved or the individual is dissatisfied with the outcome, he/she should raise the matter in writing to TEMT, within ten working days of receipt of the Written Notification setting out the grounds for your appeal. The individual will be invited to an appeal meeting, normally within five working days, when the appeal will be heard by TEMT Trustees. The individual must take all reasonable steps to attend this meeting and again, the Observer and/or legal representative may attend.