

This procedure should be used to settle all disputes and grievances any Creative Lives employee wishes to raise. It is based on the ACAS 'Code of practice on disciplinary and grievance procedures' which can be found on the ACAS website <https://www.acas.org.uk/acas-code-of-practice-on-disciplinary-and-grievance-procedures> and its purpose is to settle any grievance fairly, simply and quickly.

The procedure is formed of two parts: an informal stage and a formal stage.

### **Informal Procedure**

The employee should first discuss their grievance with the person involved where possible or with their line manager. All parties should consider the benefit of keeping a written record at this stage. If this does not resolve the matter, employees are advised to progress to the formal stage.

### **Formal Procedure**

#### **Stage One**

1. Let the employer know the nature of the grievance.  
If the matter has not been resolved through informal discussions, the employee should set out their concerns in writing to their line manager, the HR Director or the Chief Executive if the grievance is against their line manager or the Chair if the grievance is against the Chief Executive.
2. The chosen contact will then hold a meeting with the employee to discuss the grievance, allowing the employee to be accompanied at the meeting if they wish.
3. The HR Director or the Chief Executive (or the Chair if the grievance is against the Chief Executive) will then hold an investigation and speak to people involved and review any relevant documents,
4. The chosen contact with the Chief Executive or HR Director will then arrange and hold a meeting where the employee may be accompanied by a work colleague or trade union representative.
5. The HR Director or the Chief Executive (or the Chair if the grievance is against the Chief Executive) will then review and decide on appropriate action, the outcome of the meeting will be confirmed in writing to the employee. If the employee is unsatisfied with the decision, they have the right of appeal. Appeals must be lodged within 6 weeks of receiving the decision.

#### **Stage Two: Appeal**

1. Allow the employee to take the grievance further if not resolved.
2. If the matter remains unresolved following the outcome of stage one, the employee can appeal to the Chair.
3. An appeal meeting will be arranged with the Chair and the employee will have the right to be accompanied by a work colleague or trade union official.
4. If the grievance is against the CEO as the Chair will have been involved in stage 1 another Board member will be nominated to oversee the stage 2 appeals process.
5. The decision will be confirmed in writing to the employee and there will be no further right of appeal within the organisation.

**Mediation**

Sometimes it may not be possible to resolve concerns between those directly involved and a different perspective may be helpful. In these circumstances, either at the informal or formal stages mediation should be considered. Where mediation is considered appropriate, the formal procedure may be temporarily halted.

*Approved by the Creative Lives Network Board of Directors  
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