



GRASSROOTS Complaints Procedure

1. Introduction

- (A) The basis of the work of GRASSROOTS is involvement in building relationships and encouraging listening and learning across cultures and faiths to enable community development. There is thus a lower risk of formal complaints being necessary as the method of dialogue allows for differences to be shared and aired before reaching the stage of complaint.
- (B) However, the organisation is committed to ensuring openness to learning and continuous growth and therefore wishes to know if any offence or difficulty is caused by the actions, words or behaviour of employees, volunteers and trustees. If someone wishes to make a complaint then they should follow the procedure detailed in Point 2. If anyone feels that an employee, volunteer or trustee is responsible for any act of discrimination or abuse they should go straight to Step 3.

2. Procedure

- (A) If anyone wishes to make a complaint then they should follow the procedure as given below:
1. **Step 1:** Talk to the individual causing offence and see if mutual understanding can be achieved. If it is felt that this is not possible or that it has not achieved the desired result within 14 days of the issue being raised then go to Step 2.
 2. **Step 2:** Put the issue in writing to the Director (see Point 2.B) who will raise the issue either with the relevant person or for general discussion in a staff meeting and then come back to the individual(s) making the complaint with a response within 5 working days. If the issue is with the Director or the desired result is not achieved then:
 3. **Step 3:** Put the issue in writing to the GRASSROOTS Chair (see Point 2.C) who will then speak to the relevant person and/or raise the matter for general discussion and response in a Trustees' Meeting. The Trustees usually meet 4-6 times a year in response to need. The Trustees will acknowledge receipt of the letter and inform the individual(s) making the complaint of the date of the next meeting. They will then receive a written response within 5 working days after that meeting. If it is deemed there has been a serious case of misconduct, an additional meeting will be called and Disciplinary Procedures will be enacted.
- (B) Contact Details for Director:
David Jonathan, GRASSROOTS, 47 High Town Road, Luton, Beds, LU2 0BW
Tel 01582 416946 / Email Address jgrassroots@btconnect.com
- (C) Contact Details for Chair:
Rev David Lawson, 8, Nightingale Lodge, Cowper Road, Berkhamsted HP4 3ED
Tel 01442 872158 / Email Address davidmlawson@btinternet.com