



BLUE MOOSE

DANCE COMPANY

GRIEVANCE PROCEDURE

Last Renewed: September 2020

Our Organisation

Blue Moose Dance Company works across 2 antlers, Blue Moose LTD and Blue Moose Dance Company CIC, allowing us to spread the dancing joy even further! This policy refers to and incorporates all activity which takes place within Blue Moose Ltd and Blue Moose Dance Company CIC.

Blue Moose LTD, Registered Company No. 10963231
Blue Moose Dance Company CIC, Registered Company No. 09343271

Procedure

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the management/directorship of the Company. The aggrieved employee has the right to representation by a Trade Union Representative or a work colleague.

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their manager/board of Directors as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the Company's employees.

Timescales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

Stage 1

An employee who has a grievance, should raise the matter with their Manager/nominated Board of Director's immediately either verbally or in writing.

If the Board of Directors are unable to resolve the matter at that time then a formal written grievance form should be submitted (see appendix 1). The Board of Directors should then respond within 5 working days (or 14 working days should it be to the Board of Directors) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the Managers decision and who to appeal to if still aggrieved.

Stage 2

In most instances the Company would expect Board of Director's decisions to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the Manager concerned.

If the employee remains aggrieved there will be a final level of appeal to the Director responsible for the employee's function. This appeal must be made in writing (see appendix 2), enclosing a copy of the original Formal Grievance form, to the Director within 10 working days of receipt of the Stage 2 response. This Director will arrange and hear the appeal with another management representative and respond formally with a full explanation within 20 working days.

There is no further right of appeal. Where however both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

Using mediation

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

[Blue Moose Dance Company](#) will seek to identify employees who have been trained and accredited by an external mediation service who can act as internal mediators in addition to their day jobs. When this is not appropriate or available, the Company will source an external mediation provider. Mediators will work individually or in pairs as co-mediators.

There are no hard-and-fast rules for when mediation is appropriate but it can be used:

- for conflict involving colleagues of a similar job or grade, or between a manager and their staff
- at any stage in the conflict as long as any ongoing formal procedures are put in abeyance
- to rebuild relationships after a formal dispute has been resolved
- to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.

Mediation is not part of [Blue Moose Dance Company's](#) formal grievance procedure, however if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

Appendix 1: Formal Written Grievance Form

To:

From:

Position at BMDC:

Date:

Superior:

Dear

I wish to take a formal grievance out against:

in line with the Company Grievance Procedure. The details of my grievance are shown below :

Yours sincerely,

(Manager/Director should respond to this formal written grievance within 5 working days (or 14 working days should it be to the Board of Directors) unless an extended period for response is mutually agreed)

Appendix 2: Final level of Appeal Form

To (Board of Director's):

From:

Dept:

Date:

Superior:

Dear

On (within 10 days of the response to the second stage of the formal grievance) I appealed to against the decision made at my initial grievance against

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the Company Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(Director should respond to this formal written grievance within 20 working days unless an extended period for response is mutually agreed)