

# Leatherhead Community Association

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## Grievance Procedure for Members

Approved by Council      October 2022

(Next Review      October 2024)

The Chairman and Trustees at the LCA treat all complaints/grievances of utmost importance.

It is the policy of the Association to ensure that any member with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner.

Most routine complaints and grievances are best resolved informally in discussion with the LCA Coordinator.

Where the grievance cannot be resolved informally it will be dealt with under the following procedure:

### ***The Standard Grievance Procedure***

#### **Step 1: You give a written statement of grievance**

You must put your grievance in a written Statement of Grievance to the Coordinator and send a copy to the Chairman or to the Council. Where requested assistance will be provided to formulate your complaint/grievance in writing. You will be invited to a meeting within two weeks of receipt of your written complaint/grievance.

#### **Step 2: Meeting is held and we inform you of the outcome**

We will invite you to attend a meeting with two Trustees, to discuss the grievance. The meeting will only take place once you have informed us of the basis for the grievance you have set out in your written statement, and we have made further investigation. You must take all reasonable steps to attend the meeting. You have the right to be accompanied by a friend/another member of the LCA. The outcome of the hearing will be communicated to you in writing within two weeks of the hearing.

#### **Step 3: Appeal if necessary**

You have the right to appeal against the finding. To do so you must inform the administrator in writing within two weeks. We will then invite you to attend a further meeting which the Chairman of the LCA will attend. You must take all reasonable steps to attend, accompanied if so desired. After the meeting we must inform you in writing of the decision taken.