



## **Boho Arts Limited Grievance Policy**

### **Introduction:**

Boho Arts Limited is committed to maintaining a positive and collaborative working environment for all members, volunteers, and stakeholders. This Grievance Policy is established to address concerns or complaints promptly and fairly, ensuring that all individuals associated with the organization feel heard and respected.

### **Purpose:**

The purpose of this policy is to provide a clear and transparent process for reporting and resolving grievances within Boho Arts. A grievance is defined as any concern or complaint related to the organization's activities, policies, procedures, or interpersonal relationships.

### **Scope:**

This policy applies to all members, participants, volunteers, employees, contractors, and stakeholders associated with Boho Arts Limited.

### **Guiding Principles:**

**Confidentiality:** All grievances will be handled with the utmost confidentiality to the extent permitted by law.

**Fairness:** Boho Arts Limited is committed to fair and impartial resolution processes, ensuring all parties involved have an opportunity to be heard.

**Timeliness:** Every effort will be made to resolve grievances in a timely manner. The organisation will communicate with all parties involved about the progress and expected timelines.

**No Retaliation:** No individual will be subject to retaliation for filing a grievance or participating in the grievance resolution process.

### **Grievance Procedure:**

#### Step 1: Informal Resolution

Individuals with a grievance are encouraged to first attempt to resolve the matter informally. This may involve discussing the issue with the person(s) involved or their immediate supervisor.

#### Step 2: Formal Grievance Submission

If the grievance is not resolved informally or if the nature of the complaint is such that an informal resolution is not possible, the aggrieved party should submit a written grievance to the designated officer/s below.



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The written grievance should include:

- A clear and concise description of the grievance.
- The names of individuals involved.
- Relevant dates and details.
- Any supporting documentation.

### Step 3: Grievance Review

The Designated Officer will conduct a thorough and impartial review of the grievance.

All parties involved may be interviewed, and additional information may be gathered to facilitate the resolution process.

N.B.: Employees have the statutory right to be accompanied at a grievance meeting by a fellow worker or trade union representative.

### Step 4: Resolution

The Designated Officer will propose a resolution, which may include corrective action, mediation, or other appropriate measures.

The proposed resolution will be communicated in writing to the parties involved.

### Step 5: Appeal

If any party is dissatisfied with the proposed resolution, they may appeal the decision to the board of trustees.

The designated officer who made the original decision will excuse themselves from any discussion regarding the appeal.

The decision of the trustees will be final.

### Record Keeping:

A record of all grievances and their resolutions will be maintained in a confidential file by the company secretary.

### Policy Review:

This Grievance Policy will be reviewed annually and revised as necessary to ensure its effectiveness and relevance.



## **Boho Arts Limited Grievance Policy**

### Approval:

This Grievance Policy is approved by the board of trustees on 19.11.23

Boho Arts Limited is committed to fostering a positive and inclusive environment, and this Grievance Policy is intended to support that commitment by providing a fair and transparent process for addressing concerns.

### **Designated Officers**

Jon Farthing | Chair of Trustees  
[jon@bohoarts.co.uk](mailto:jon@bohoarts.co.uk)

Hazel Burton | Trustee  
[hazel@bohoarts.co.uk](mailto:hazel@bohoarts.co.uk)

### **Office Address:**

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210 Biddlestone Road  
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NE6 5SP

Please, either email or send to one of the designated officers at the above address, and mark as strictly confidential.