Esgobaeth Llandaf
Diocese of Llandaff
Mae Ffydd Yn Cyfrif | Faith Matters

Llandaff Diocesan Board of Finance (DBF)
Grievance Procedure

October 2026

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1. Introduction

1.1.A grievance can be described as a concern, problem, or complaint that an employee or a volunteer working with LDBF has about their work, the workplace, or someone they work with.

1.2. Examples of matters that might give rise to a grievance include:

- health and safety concerns;
- equal opportunities in matters such as training, and terms of service;
- relationships at work;
- issues arising from a change in terms of service, the introduction of new working practices, or a change in status.

1.3. This procedure does not cover complaints of misconduct, which must continue to be dealt with under the disciplinary procedure. It is intended to deal with grievances not amounting to misconduct, and those about conditions of service.

2. Aims

2.1. The aims of this procedure are:

- to promote good working relationships between Llandaff DBF team members;
- to respond to grievances fairly, quickly and as near as possible to the point of origin;
- to take account of the legitimate interest of all concerned;
- to allow grievances to be pursued without fear of sanction or reprisals.
- to enable reconciliation and the rebuilding of damaged relationships where possible

2.2. Any grievance should be treated seriously because of its significance to the person concerned. In addition no-one should be disadvantaged, for example, in relation to

3. Raising grievances informally

3.1. Most grievances can be resolved quickly and informally through discussion with an individual's line manager or team leader if the individual has been unable to resolve the issue directly or if it is not appropriate to do so.

3.2. If this is not possible, or if the grievance involves the individual's line manager or team leader and they are uncomfortable raising it directly, they should report it to the Chief Operating Officer. If the grievance involves the Chief Operating Officer, the individual should report it to the Diocesan Secretary. If the grievance involves the Diocesan Secretary, they should report it to the Chair of the DBF.

3.3. If none of these routes are possible, individuals should contact the RB's HR team.

3.4. If an informal approach does not resolve the problem, they should follow the formal procedure below.

4 .Raising grievances formally

4.1. The grievance should be put in writing and submitted it to the line manager or team leader. If this is not possible, individuals should follow the same pattern of referral as under point 3.2.

4.2. The written grievance should indicate that the individual is invoking this grievance procedure, and contain a brief description of the reasons for the complaint, including any relevant facts, dates, and names of individuals involved. It should also state the individual's proposed resolution of the situation.

4.3. In some situations, LDBF may need to ask individuals to clarify the subject matter of the grievance in advance of any subsequent meeting or to provide further information.

5. Meeting and fact finding

5.1.The individual raising the grievance will be invited to a grievance meeting, which will normally take place no more than two weeks after the LDBF has received their written grievance. The LDBF may carry out such fact finding as it considers appropriate prior to the meeting. This may involve interviewing the individual and any witnesses if appropriate.

5.2. Individuals may bring a companion to any of the meetings under this procedure – see section 7 for detail.

5.3. Individuals must take all reasonable steps to attend any meetings. If they or their companion cannot attend at the time specified for a meeting, they should inform the LDBF immediately and the LDBF will make reasonable efforts to agree an alternative time.

5.4. The purpose of the initial grievance meeting is to enable individuals to explain their grievance and how they think it should be resolved and to discuss it with the LDBF.

5.5. After the initial grievance meeting, the LDBF may carry out such further fact-finding and/or hold such further grievance meetings as it considers appropriate.

5.6. The LDBF will endeavour to inform individuals of its decision and of the individual's right of appeal within one week of the final grievance meeting. The Grievance manager will advise the individual if it is not possible to meet this timescale, and give a revised one. A meeting may be held to give individuals this information but, in all cases,

it will be confirmed in writing.

6. Appeal

6.1. Should an individual wish to appeal they should do so in writing to the person who was designated as Appeal Manager in their grievance outcome letter, stating the full grounds of their appeal, their reasons for objecting to the current resolution of the grievance and their suggestion as to an alternative resolution of the grievance, within two weeks of the date on which the decision was sent or given to them.

6.2. An appeal meeting will be held, normally no more than one week after the LDBF receives the appeal. Where possible, this will be held by someone senior to the person who conducted the grievance meeting(s). Individuals may bring a companion to the appeal meeting.

6.3. Individuals will be notified of a decision within three working days of the appeal meeting. A meeting may be held to give the individual this information, but in all cases, it will be confirmed in writing.

7. Right to be accompanied

7.1. Individuals may bring a companion to any meetings held under this procedure. The companion may be either a trade union official or a fellow employee. If bringing a companion, individuals must notify the person holding the meeting as to who the chosen companion is, in good time before the meeting. LDBF employees are allowed reasonable time off from duties without loss of pay to act as a companion.

7.2. If individuals have a companion, the companion may make representations to the LDBF and ask questions, but should not answer questions on the individual's behalf, unless there are specific needs identified in advance, such as translation or a disability. Individuals may confer privately with their companion at any time during the meeting.

7.3. In some circumstances the choice of companion may not be allowed: for example, anyone who may have a conflict of interest, or whose presence may prejudice the meeting. The LDBF may also ask an individual to choose someone else if the meeting would have to be delayed for over five working days because the companion is unavailable.

8. Records

8.1. Written grievances will be placed on an individual's HR file along with a record of any decisions taken; any appeal notice; the outcome of any appeal; and any notes or other documents compiled during the grievance process. These will be processed in accordance with the LDBF's Data Protection Policy.

9. Confidentiality

9.1. Confidentiality is an important part of the application of this policy, and the LDBF will respect and maintain confidentiality where possible. The LDBF will also remind anyone involved in the complaint about their responsibilities to maintain confidentiality.

9.2. There may be instances where information which has been submitted and/or which the LDBF has collated in relation to the complaint under this policy may need to be disclosed:

- to other parties as part of any further stage or process that the LDBF considers appropriate to undertake, especially if there are any safeguarding concerns;
- in accordance with the Llandaff DBF's legal or reporting obligations.

9.3. By submitting information during any step of the processes outlined in this policy, individuals agree to the disclosure of such information for the above purposes.

END OF POLICY

VERSION HISTORY

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