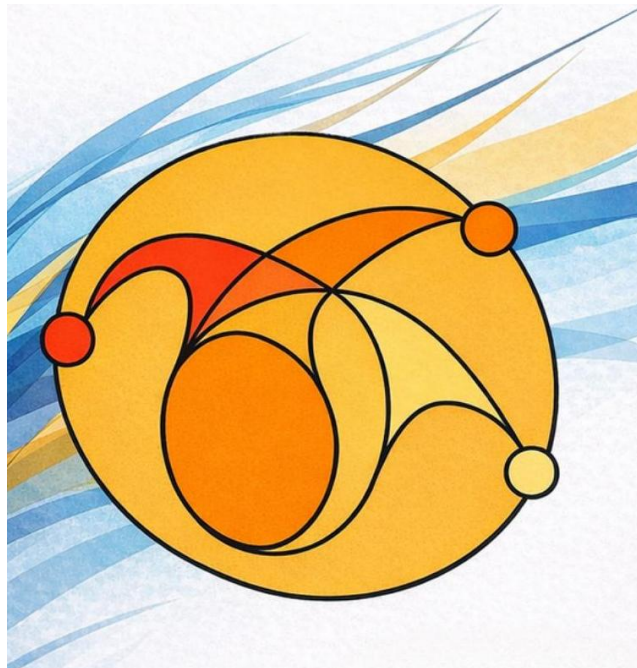


THE
PROVOCATIVE CHANGE
WORKS
GRIEVANCE POLICY





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Grievance Policy

THE ASSOCIATION FOR PCW PRACTITIONERS

Effective Date: 01.04.2026

Review Date: 01.04.2027

Version: 1.0

Policy Overview

The Association for PCW Practitioners (“the Association”) is committed to creating a respectful, supportive, and fair environment for all members, contractors, and volunteers.

This Grievance Policy provides a framework for addressing grievances in a confidential, impartial, and timely manner, adhering to the ACAS Code of Practice and promoting trust and well-being.

Scope and Applicability

This policy applies to all members, contractors, and volunteers within or associated with the Association. It covers issues related to professional conditions, working relationships, and interactions that may affect an individual’s ability to participate effectively within the Association.

Applicable grievances include:

- ☐ Professional conditions, including health and safety concerns.
- ☐ Interpersonal conflicts or professional misunderstandings.
- ☐ Alleged unfair treatment or discrimination.



Complaints involving misconduct, malpractice, or whistleblowing fall under separate policies. If there is uncertainty about which policy applies, individuals should contact the Association.

Principles

The grievance process is guided by the following principles:

Confidentiality: Information is shared only with those directly involved.

Fairness: Every grievance is reviewed impartially and objectively.

Timeliness: Efforts are made to resolve grievances promptly.

Non-Retaliation: Individuals raising grievances in good faith are protected from retaliation or discrimination.

Definitions

Grievance: A formal complaint raised about professional or membership conditions, treatment, or interpersonal issues within the Association.

Confidentiality: Ensuring grievance-related information is shared only with those directly involved in the process.

Non-Retaliation: Protection from adverse actions for raising a grievance in good faith.

Grievance Procedure

Step 1: Informal Resolution

The Association encourages informal resolution wherever possible. Individuals should first attempt to resolve concerns through open communication with the involved parties or the relevant PCW supervisor or representative. Many grievances can be resolved quickly and amicably through open dialogue.



Step 2: Formal Grievance Submission

If informal resolution is unsuccessful or inappropriate, a formal grievance must be submitted in writing using the structured grievance form provided in Appendix 1. The form can also be obtained from the Association. Submissions must include:

- ☐ A clear description of the grievance.
- ☐ Relevant dates, times, and individuals involved.
- ☐ Steps taken to resolve the issue informally.
- ☐ Supporting evidence, if applicable.

The Association will acknowledge receipt of the grievance form within 5 working days.

Step 3: Investigation

Upon receiving a grievance, the Association will:

- ☐ Conduct a preliminary review to assess its validity.
- ☐ If necessary, gather evidence, interview involved parties, and ensure confidentiality.
- ☐ Refer the matter to an independent party or committee if a conflict of interest arises.

Investigations will aim to conclude within 15 working days, with all parties informed of any necessary adjustments to timelines.

Step 4: Grievance Meeting

The Association will arrange a formal grievance meeting, allowing the complainant to present their concerns.

Complainants may bring a colleague or other approved individual for support.



Step 5: Outcome and Response

After the meeting and any further investigation, the Association will:

- ☐ Determine a resolution or action plan.
- ☐ Communicate the outcome in writing within 5 working days.
- ☐ Implement corrective actions if the grievance is upheld.

Appeal Process

If dissatisfied with the outcome, the complainant may submit an appeal in writing to the Association within 15 days, citing procedural errors or new evidence.

The Association will:

- ☐ Conduct an independent review of the grievance.
- ☐ Arrange additional enquiries or meetings if necessary.
- ☐ Issue a decision in writing within 15 days of the appeal meeting, where feasible.

Appeals will be handled by someone not involved in the original investigation.

Record-Keeping and Confidentiality

All grievance records, including investigation findings and outcomes, will be securely stored in compliance with data protection laws. Access is limited to authorised personnel, and records will be retained only as long as necessary.

Support and Well-being

The Association encourages those involved in grievance procedures to seek support from colleagues, representatives, or external counselling services if needed. The well-being of



all parties involved in the grievance process is paramount, and the Association is committed to maintaining a respectful and supportive environment throughout.

Monitoring and Review

The Association will monitor grievance outcomes and the process itself to ensure fairness and effectiveness. Monitoring aims to improve procedures and ensure compliance with legal and best practice standards. This policy will be reviewed regularly, at least every 18 months.

Contact Information

For all grievance-related matters, please contact The Association for PCW Practitioners:

Email: associationforpcw@gmail.com

A structured grievance form is available in Appendix 1.

Policy Approval

This policy, effective 01.04.2026, has been approved by the PCW Association Board. It reflects the Association's commitment to ethical practices, transparency, and the fair resolution of grievances, with a focus on continuous improvement based on feedback and learning from outcomes.



Appendix 1 — Grievance Form

Incident Details

Date of Incident: _____

Time of Incident: _____

Location (if applicable): _____

Complainant Details

Name: _____

Contact Information (Phone/Email):

Role in the Association: _____ (e.g., Member, Contractor, Volunteer)

Details of Grievance

Describe the Issue: [Include relevant dates, times, individuals involved, and specific details about the grievance.]

Steps Taken to Resolve Informally (if any): [Provide a brief description of attempts to address the issue informally.]

Supporting Evidence

[Attach any relevant documents, communications, or records that support your grievance.]

Preferred Outcome

[Specify what resolution or actions you expect to resolve the grievance.]



Acknowledgement

I agree that this is an accurate record of my grievance.

Complainant Signature: _____

Date: _____

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Received by the Association: _____

Date Received: _____

Steps Taken: [Brief notes on how the grievance will be handled.]

Outcome Summary: [Provide a summary of the resolution or next steps.]