

Checked and approved 2021, 2024

**GRIEVANCE PROCEDURE**

The following definitions apply to this document:

1. Board members: members appointed to ARCH board;

2. Employees/staff: paid individuals who undertake work for ARCH on behalf of the company;

3. Volunteers: unpaid individuals who help run events on the company’s behalf; and

4. Members of the public: members of the public who attend ARCH events.

**Procedure**

Work related problems can arise in any place of employment. We hope individuals will try to reconcile differences on an individual basis. Should this not be possible, to resolve a problem quickly and fairly, ARCH has developed a grievance procedure using the following steps:

1. If you have a problem, notify your line manager immediately. Most difficulties can be settled promptly at this point. The line manager supervisor shall respond in writing within five (5) days of meeting with you.

2. If the problem is not resolved to your satisfaction you (and a co-worker of your choice / trade union representative / legal representative / friend, if you wish) may go to the Chairperson or vice-chairperson of the Board of Directors and verbally explain the problem to him/her; or you may instead submit the problem to him/her in writing. This step should be taken within five (5) working days after your supervisor has given his/her decision or after the incident giving rise to your grievance, whichever is later. If the circumstances require it, the Chairperson/vice-chairperson will conduct an investigation.

Following his/her investigation, the Chairperson/vice-chairperson of the Board of Directors will respond in writing to your grievance.