

## **Mentors for Women**

### **Grievance Procedure**

If members or employees have a grievance or complaint they should, wherever possible, start by discussing their concerns with Mentors for Women. A solution may be agreed informally between all parties.

If the matter is serious and/or members/employees wish to raise the matter formally they should set out the grievance in writing to Mentors for Women. Details should include all the facts and avoid language that is insulting or abusive.

Mentors for Women will, normally within five days, review the grievance and provide a response in writing. If it is necessary to gather further information before making a decision, Mentors for Women will inform the complainant of this and the likely timescale involved.

If members/employees are unhappy with Mentors for Women's decision and wish to appeal they must do so within one month. Mentors for Women will, normally within seven days, review the appeal. After this further review, Mentors for Women will provide a decision, normally within 24 hours. This decision is final.