

Appendix 4/A
(Two pages)

GRIEVANCE PROCEDURES

1. FROM A CLIENT

a) About an adviser:

- speak to the senior adviser,
- speak to the co-ordinator,
- send written complaint to Secretary, Management Committee of service,
- request an independent, agreed arbitrator.

b) About a co-ordinator:

- speak to member of the Service Management Committee,
- send written complaint to Secretary, Management Committee of service,
- request an independent, agreed arbitrator.

c) About the service:

- written complaint to Secretary, Management Committee of service,
- written complaint to District Representative,
- written complaint to Regional Representative,
- request an independent, agreed arbitrator.

2. FROM A BUDGET ADVISER

a) About a worker in the service:

- discuss with worker concerned,
- discuss with co-ordinator,
- written complaint to Secretary, Management Committee of service,
- request an independent, agreed arbitrator.

b) About the co-ordinator:

- discuss with the co-ordinator,
- written complaint to Secretary, Management Committee of service,
- independent, agreed arbitrator.

c) About the service Management Committee:

- approach Management Committee through Secretary,
- written complaint to District Representative,
- written complaint to Regional Representative,
- request an independent, agreed arbitrator.

3. FROM A CO-ORDINATOR

a) Against the Management Committee of the service:

- meet with Chairperson or delegated representative of Management Committee,
- written complaint to the Secretary of Management Committee of service,
- written complaint to District Representative,
- written complaint to Regional Representative,
- written complaint to Secretary of the Federation (copy to District Representative),
- request an independent, agreed arbitrator.

b) Against an adviser:

- meet with the adviser,
- notify the Chairman, Management Committee of service,
- written complaint to service Management Committee,
- request an independent, agreed arbitrator.

4. FROM A SERVICE

a) Against another service:

- written complaint to District Representative,
- written complaint to Regional Representative,
- written complaint to the Secretary of the Federation,
- request an independent, agreed arbitrator,
- written complaint to the Registrar of Incorporated Societies (when appropriate).

b) Against a District Representative:

- discuss with the District Representative (if District Representative is a member of the service, then with a neighbouring District Representative),
- written complaint to Regional Representative (if Regional Representative is a member of the service, then with a neighbouring Regional Representative),
- written complaint to the Secretary of the Federation,
 - request an agreed, independent arbitrator.

c) Against the Federation National Board or Office:

- contact the District Representative,
- written complaint to the Secretary of the Federation, copy to the Regional Representative,
- request an independent, agreed arbitrator.

5. FROM A DISTRICT REPRESENTATIVE

a) Against another District Representative:

- discuss with the District Representative,
- written complaint to Regional Representative,
- written complaint to the Secretary of the Federation,
- request an independent, agreed, arbitrator.

b) Against a budget service:

- meet with service Management Committee,
- written complaint to Regional Representative (or neighbouring Regional Representative),
- written complaint to the Secretary of the Federation,
- request an independent, agreed arbitrator.

c) Against the Federation National Board or Office:

- written complaint to Regional Representative (or neighbouring Regional Representative),
- written complaint to the Secretary of the Federation,
- request an independent, agreed arbitrator.

When the Federation National Board or Office receives a complaint:

- a District and/or Regional Representative meets with the complainant (and the service Management Committee if appropriate),
- District and/or Regional Representative reports to the Secretary, Federation National Board (copy to complainant),
- The Federation Secretary follows up complaint and organises a resolution and reparation if appropriate,
- if a resolution cannot be found then independent arbitration may be agreed to by both parties,
- a full report is written and presented to the National Board.