

## **TransLeeds Grievance Procedure**

Grievances must be made to one of the trustees in writing. This can be done through email or any of TransLeeds' social media accounts.

Anonymous reports will be considered with the same weight, though the trustees may have difficulty taking action to resolve the grievance and responding.

All grievance reports must include the following :

- Who the grievance is in regards to
- An outline of the grievance
- Any supporting evidence e.g. screenshots

### **What happens next?**

1. A trustee will acknowledge receipt of the grievance in writing.
2. The trustees will investigate the grievance. The trustees will endeavour to keep the reporter anonymous throughout the investigation. If the trustees need to disclose the reporter's identity, they will seek permission in advance. Depending on the nature of the report, the trustees may temporarily suspend the person under investigation until the process is complete. If a trustee is the subject of the grievance, or has a conflict of interest, they will be excluded from participating in the investigation.
3. At least three of the trustees will meet to discuss the grievance and decide on appropriate action.
4. If a complaint has been raised against a staff member or volunteer they will be suspended immediately pending investigation. Suspension includes ceasing all TransLeeds activities and suspension from social media accounts, online group spaces and support and social groups.

### **Possible Outcomes**

- Written warning
- Temporary suspension from support spaces and/or social events and/or online spaces. Individual support such as advocacy can still be offered to suspended individuals at the discretion of the trustees.
- Permanent expulsion from support spaces and/or social events and/or online spaces. Individual support such as advocacy can still be offered to suspended individuals at the discretion of the trustees.
- For trustees, staff and volunteers, they may be removed from their position (removal of a trustee is subject to a vote by the other trustees).