

SCHOOL AID UK CIO
Grievance and Whistleblowing Policy and Procedures
26th March 2019

Policy

1. It is the policy of School Aid to treat all work-place related complaints or grievances from staff and volunteers seriously, and to take prompt action to investigate the issues of concern and resolve them as far as possible.
2. Anyone raising a complaint or grievance in accordance with this policy can be assured the matter will be treated discreetly in so far as necessary to investigate the complaint, and they will suffer no disadvantage or discrimination in raising the complaint or grievance.
3. If an employee or volunteer becomes aware of a serious wrongdoing that may involve for example criminality or fraud, putting someone's health and safety at risk, lawbreaking, discrimination or safeguarding issues, they should immediately inform management in accordance with the Whistleblowing procedure below. This will be treated in total confidence.

Raising a complaint or grievance

4. If you have a complaint or grievance you should initially try to discuss your concerns with the person or persons involved to see if an amicable resolution can be found.
5. If this is not possible and your complaint has not been satisfactorily resolved, you should contact the School Aid General Manager either in person or by telephone, to tell her what has happened. You may then be asked to put your complaint in writing.
6. You will then be invited to a meeting or a Skype telephone call to discuss your concern with the General Manager or her nominee. You may be accompanied at this meeting by a person of your choice.
7. The General Manager or her nominee will investigate the matter fully and determine if your complaint is justified and upheld, and take what actions are necessary to resolve the issue and prevent any recurrence.
8. You will be informed of the outcome of the investigation and any resolution within 14 days of the initial meeting.
9. If your complaint is against the General Manager, you should escalate this to the Chairman of the Board of Trustees who will initiate the above process

Right of Appeal

10. If you are not satisfied with the outcome of the investigation by the General Manager, you can appeal the findings by writing with the details of the original complaint to the Chairman of the Board of Trustees. The Chairman will review your complaint and the nature and conduct of the investigation and its outcome.

11. If the Chairman determines a formal hearing with you is necessary, a meeting or telephone conference with you will be arranged. The Chairman may invite other Trustees to be present and you are also entitled to be accompanied.
12. The Chairman will inform you of the outcome and decision of your Appeal within 28 days. This decision will be final.

Whistleblowing

13. If you become aware of, or have concerns over, any serious wrongdoing within School Aid, you are encouraged to report this under this Whistleblowing procedure.
14. You should immediately raise your concerns with the School Aid General Manager, or if the issue involves the General Manager, with the Chairman of the Board of Trustees
15. Your concerns will be treated in strict confidence and your anonymity preserved if you require it.
16. The concern you have raised will be investigated by the General Manager, or the Chairman of the Board of Trustees, and if proven appropriate action will be taken against the individual or individuals concerned.
17. You will be informed in confidence as to the outcome of the investigations. In order to protect the reputation and good standing of School Aid you may be requested not to disclose the nature of the issue publicly.