

All correspondence to:

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Breastfeeding Network Grievance Procedure

What is a grievance?

A grievance is any concern a BfN volunteer may have about the organisation or with BfN colleagues.

Scope and Purpose

The **Grievance Procedure** can be used by BfN Registered Breastfeeding Helpers, Supporters, Supervisors, Tutors and Trainers (collectively referred to from this point onwards as BfN Registered Volunteers). It also includes BfN Directors and anyone participating in BfN Helper training.

BfN aims to resolve grievances in a manner which is fair, fast and efficient.

Representation

Those who have a grievance, or those against whom a grievance is raised, have the right, at stage 2 of the procedure, to be represented by another Registered Member of their choice.

Stage 1

- If you have a grievance please discuss it orally with your Supervisor or Volunteer Coordinator or Link Worker.
- If you are not satisfied that your grievance has been adequately resolved or you feel you have not been treated fairly you should put your concerns in writing. Make it clear that you are using the **Grievance Procedure**. The matter will be dealt with as a formal grievance and a meeting will take place between you and your Supervisor, or Volunteer Coordinator or Link Worker to discuss the grievance. This may take place in person or by telephone conference call.
- If the grievance relates to your supervisor, who would normally deal with a grievance at this stage, the grievance should be referred to the Operations Manager, who will find you an alternative point of contact.
- If, upon receipt of the written decision you are still dissatisfied you may progress the grievance to stage 2.

To find your nearest Breastfeeding Supporter call the **Supporterline 0300 100 0210**

Calls provided by BT will be charged at 5 pence per minute. A call set-up fee of 3 pence per call applies to calls from BT residential lines. Mobile and other providers' charges may vary.

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Stage 2

- If after stage one you are not satisfied that your grievance has been adequately resolved or you feel you have not been treated fairly you may submit an appeal. This must be made in writing (email or letter) to the Operations Manager, within 5 working days. Depending on the nature of the grievance the Operations Manager will decide on an appropriate course of action, which could include, but is not limited to, referral to Supervision Leadership Group, to the Human Resources Team or the Board of Directors. The grievance will normally be dealt with within 4 weeks.
- The Operations Manager will communicate the decision or outcome and reasons to you, the person raising the grievance and to those whom a grievance has been raised. This will be done in writing by letter or email no later than 10 days following the conclusion of the investigation. This decision is final.
- If for any reason it is not possible for it to be dealt with in this time scale you will be given an explanation for the delay and will be told when you will receive a response.

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