

# Grievance Policy

Pocket Money Adventures CIC | Version 1.1

Effective: 2 October 2026 | Review: 2 October 2027 or sooner on relevant change

Policy owner: Nathan Waldron, Director | Signatories: Nathan Waldron and Bernadette Houlton | Approved policy issue

Adopted by Pocket Money Adventures CIC on 2 October 2026.

Signed electronically: Nathan Waldron, Director and Designated Safeguarding Lead.

Signed electronically: Bernadette Houlton, Director and Deputy Designated Safeguarding Lead.

Typed electronic signatures in the established policy format.

## Current operating requirements

### Independent handling

A grievance about the named contact goes to an uninvolved director or independent appointed reviewer. Do not assume a chair exists, route solely through the subject of the grievance or rely on an advisory board as statutory directors. Apply the current Acas Code and applicable accompaniment and appeal rights; preserve lawful whistleblowing and external reporting rights.

## Detailed policy and procedures

### Grievance Policy

Pocket Money Adventures CIC (PMA) is committed to creating a safe, respectful and fair working environment. This policy explains how directors, employees, contractors and volunteers can raise concerns about their work, treatment, or working arrangements, and how PMA will respond.

#### 1. Purpose

To provide a clear, consistent and fair process for raising and resolving grievances, while protecting wellbeing, confidentiality and relationships.

#### 2. Scope

This policy applies to all PMA directors, employees, contractors and volunteers. It covers concerns about:

- working relationships, communication or behaviour
- work allocation, roles, responsibilities or expectations
- bullying, harassment or discrimination
- health and safety concerns affecting a worker (where not urgent)
- application of PMA policies and procedures

It does not replace safeguarding or whistleblowing routes (see Section 4).

### 3. Principles

- Fairness: grievances will be handled impartially and without bias.
- Confidentiality: information will be shared only on a need-to-know basis.
- No detriment: raising a grievance in good faith will not result in retaliation.
- Timeliness: PMA will aim to resolve issues quickly and proportionately.
- Support: individuals may be accompanied at formal meetings (see Section 7).

### 4. What to use instead (important)

Some matters must be managed through different processes:

- Safeguarding concerns

If you are concerned about the safety or wellbeing of a child or an adult at risk, you must follow the PMA Safeguarding Policy and report immediately to the Designated Safeguarding Lead (DSL) or the host school/setting DSL.

- Whistleblowing (public interest concerns)

If your concern relates to wrongdoing such as a criminal offence, serious breach of legal obligation, safeguarding failure, or a risk to public safety, you should use the PMA Whistleblowing Policy.

- Complaints from the public or schools

If the issue is a complaint from a parent, school or member of the public, it should be managed through PMA's Complaints process (or the school's complaint process where PMA is delivering within a school setting).

### 5. Informal resolution

PMA encourages early, informal resolution where possible. This may include:

- a direct conversation with the person involved (where safe and appropriate)
- a supported conversation facilitated by a director or senior lead
- agreeing practical changes (e.g., communication expectations, boundaries, role clarity).

If informal resolution is not possible or has not worked, the formal procedure below should be used.

### 6. Formal grievance procedure

#### Step 1: Submit the grievance

Submit your grievance in writing to the Grievance Contact (see Section 9). Include:

- what happened (facts, dates, and any evidence available)
- who was involved
- how it has affected you
- what outcome you are seeking.

#### Step 2: Acknowledgement

PMA will acknowledge receipt within 5 working days and confirm who will handle the grievance.

### Step 3: Meeting

A meeting will normally be arranged within 10 working days of acknowledgement (subject to availability). You may be accompanied (see Section 7).

### Step 4: Investigation (if required)

Where needed, PMA will investigate proportionately. This may include reviewing documents, speaking to witnesses, and gathering relevant information. PMA will keep records of steps taken and decisions made.

### Step 5: Outcome

PMA will provide the outcome in writing, including any actions to be taken, normally within 10 working days after the meeting or conclusion of investigation.

### Step 6: Appeal

If you disagree with the outcome, you can appeal in writing within 10 working days of receiving it. Where possible, the appeal will be handled by a different director or an independent person.

## 7. Representation and support

At a formal grievance meeting you may be accompanied by:

- a fellow volunteer/worker
- a director (not involved in the grievance) for support
- a trade union representative (where applicable).

The companion may support you and speak on your behalf, but not answer questions for you.

## 8. Record keeping and confidentiality

PMA will keep a written record of the grievance, meetings, evidence considered, decisions and actions. Records are stored securely and access is limited. Information is shared only where necessary to resolve the matter or meet legal duties.

## 9. Contacts and submission route

Grievance Contact (initial submissions):

- Email: [hello@pocketmoneyadventures.co.uk](mailto:hello@pocketmoneyadventures.co.uk)
- Post: Pocket Money Adventures CIC, 68 Nottingham Road, Eastwood, Nottingham, NG16 3NQ

If your grievance concerns the Grievance Contact, submit it to the Chair of directors via the same email address marked 'Private and Confidential - For Chair of directors'.

## 10. Review

This policy will be reviewed at least annually, or sooner if there are changes in law, guidance, or organisational structure.

Issue control: current approved issue dated 2 October 2026. Earlier issues are archived. Policy approval does not complete host agreements, individual acknowledgements or venue checks.