

MNA GRIEVANCE PROCEDURE POLICY

1. If any National member feels they have a grievance against the Council, or an individual Councillor, this can be reviewed and where appropriate resolved.
2. Nothing in this policy is intended to prevent members from informally raising any matter of concern, perhaps with other members, or with an appropriate member of the Council. Indeed, they are encouraged to do so as informal discussion can frequently resolve perceived issues without the need of initiating a formal procedure.
3. If a National member wishes to formally raise a grievance, they must do so in writing clearly stating their concerns and supporting it with any relevant documentation. This should be sent by post, or via an email, no more than two calendar months after the matter took place, to the National Secretary and/or the Chairman who will acknowledge receipt.
4. The Council will, from time-to-time appoint a *Grievance Review Panel* and a *Grievance Appeal Panel* from among the elected Councillors. Each will consist of four separate members, from which three will be tasked with the review, whilst a fourth member will be held in reserve. In the event that, for whatever reason, three members of a Panel are unavailable, the chairman, or secretary, will seek to co-opt another Councillor to that Panel.
5. On receipt of a grievance three members of the *Grievance Review Panel* will find a mutually convenient date and time, within 28 days of receipt, to meet with the complainant to investigate the issue/s. This may be either in a convenient location or, more probably, on-line. The complainant will be advised of a right to be accompanied by another National member during any investigation meeting.
6. A complainant will be notified of the decision, in writing, normally within ten working days of a meeting and will also be notified of the right to appeal.
7. If the complainant wishes to appeal, they must inform the Chairman, or National Secretary, in writing, within ten working days of written notice of the decision.
8. The Chairman, or National Secretary, will then arrange for the *Grievance Appeal Panel* to review the findings and arrange an Appeal meeting, with the complainant, within 28 days of receipt of the Appeal. Again, the complainant may be accompanied by another National member. The *Appeal Panel* members will have no discussion with those involved in the original decision, about the outcome.
9. In the event that a member of either panel personally knows the complainant they must declare an interest and withdraw from that particular grievance.
10. When this review process has been completed the complainant will be advised, in writing, of the decision which will be full and final. A letter will be sent to them, by recorded delivery and/or email. There will be no further rights of Appeal after this process has been completed.

NOTE: *Please consider that a fair hearing conducted in reasonable time will offer the opportunity for concerns to be heard, understood and resolved, hopefully before matters deteriorate into intransigent and lasting ill feelings. Sometimes we simply need to respect our differences, accept a compromise and continue to support the Association and its members.*

Approved by Council 24th April 2021