



Harbour Office
Shore Street
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Grievance procedure

Dealing with grievances informally

If you have a grievance or complaint about a director, you should start by speaking with the chairman wherever possible. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to the chairman. You should keep to the facts and avoid language that is insulting or abusive.

If your grievance is against the chairman and you feel unable to approach them, you should raise it with the another director.

Grievance hearing

The chairman may call you to a meeting, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a friend. If requested to attend a meeting, and you fail to attend, the grievance outcome will be decided upon the information held.

After the meeting the chairman will give you a decision in writing, usually within 24 hours. The decision outcome will be 'upheld' or 'not upheld' – consequences of these outcomes will not be shared with you.

If the chairman needs more information before making a decision, they will inform you of this and the timescale.

Appeal

If you are unhappy with the decision on your grievance you can raise an appeal. The appeal must detail the grounds for the appeal and any supporting evidence. You must raise the appeal to the chairman within 5 working days.

You may be invited to an appeal meeting, normally within 5 working days, with another director. You have the right to be accompanied by a friend.



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After the meeting the director will give you a decision, usually within 24 hours.
The directors decision is final.