



Policy name:	Grievance Policy
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Updated by:	
Approved by:	People Committee
Approved date:	11/11/2025
Review date:	11/11/2026

Revision number	Date	Details of Change(s)

Purpose:

This policy explains how employees, volunteers and artists can raise and resolve a concern about their employment at or involvement with Magic Me. It is designed to ensure any grievance is dealt with fairly, consistently, and as quickly as possible. We aim to resolve problems internally and informally wherever possible.

Key documents:

This Whistleblowing Policy should be read in conjunction with the following Magic Me policies and procedures:

- [Equality, Equity, Diversity and Inclusion Policy](#)
- [Code of Conduct](#)
- [Whistleblowing Policy](#)

Values:

This policy is built on Magic Me's core values, which are applied as follows:

- Inclusivity: This policy is for every individual engaged in our work. It ensures everyone has a clear and accessible way to be heard and that they will be treated with respect and fairness throughout the process.
- Thoughtfulness: We will handle all grievances sensitively, seriously, and in confidence.



- Collaboration: This process is collaborative. It's about finding a constructive solution and resolving issues together, rather than letting them escalate.
- Creativity: A positive, creative workplace is one where people feel psychologically safe and supported. This policy helps maintain that environment by providing a fair and clear process to resolve conflicts, allowing us to focus on our best work.

Policy statement and legal framework:

Magic Me is committed to providing a positive and equitable environment for all individuals engaged in our activities. We recognise that grievances can arise. This policy provides a formal channel for employees, volunteers, and artists to raise and resolve these concerns.

This policy and procedure for employees are guided by UK employment law, primarily the Employment Rights Act 1996, and follow the best practice recommendations of the [Acas Code of Practice on Disciplinary and Grievance Procedures](#).

For volunteers and artists/freelance workers, while certain aspects of employment law (like the right to appeal dismissal) may not strictly apply, Magic Me commits to treating their grievances in accordance with the spirit of the Acas Code and providing a consistent and fair process.

Key principles of this policy:

- Confidentiality: All grievances will be handled with the highest standard of confidentiality by all involved.
- Right to be accompanied: At every formal stage of this procedure, you have the right to be accompanied by a work colleague, a friend, or (for employees) a trade union representative.
- Fairness: We will investigate issues fairly and aim to provide a clear, reasoned response.
- Protection from victimisation: No individual will be penalised or subjected to any detriment for raising a genuine grievance. Should a staff member be found to have mistreated a colleague, volunteer or artist due to their raising a grievance this will be considered a serious disciplinary matter and the perpetrator will be investigated accordingly.
- Malicious complaints: Any grievance found to be deliberately false or malicious may be treated as a serious disciplinary matter, potentially leading to contractual termination (for artists/employees) or removal from volunteering duties.

Policy:

What this policy covers



A grievance is a concern, problem, or complaint that an individual has about their work, volunteering role, contract, or relationship with the organisation or colleagues. This can include (but is not limited to):

- Your terms and conditions of employment or contractual agreements.
- Health and safety concerns related to your role or activity.
- Work relationships, including bullying or harassment.
- Organisational facilities or working practices.
- Unfair treatment or discrimination.

What this policy does not cover

- Whistleblowing: If your concern is about wider malpractice, danger, or illegal activity (in the 'public interest'), you should use the Whistleblowing Policy.
- Contractual disputes (for Artists): While we will try to resolve them here, complex contractual payment disputes may be outside the scope of this internal process.
- Immediate concerns: This policy is not intended to deal with day-to-day queries that can be resolved by your line manager or relevant project lead.

Procedure:

Initial action: informal discussion

We strongly encourage you to try and resolve issues informally first.

Speak to your Line Manager (for employees), Creative Director (for artists), or the Executive Director (for volunteers). In many cases, issues arise from misunderstandings and can be solved with a simple conversation.

If you feel unable to speak to the usual contact, or the grievance is about them, you should speak directly to the Executive Director or Creative Director.

Stage 1: Formal grievance

If an informal discussion fails to resolve the issue, or is not appropriate, you should raise a formal grievance.

1. Submit in writing: Put your grievance in writing and send it to your Line Manager, Creative Director, or the Executive Director (depending on who you spoke to in Step 1).
2. Meeting: We will arrange a formal meeting with you to discuss your grievance, usually within 5-10 working days. You have the right to be accompanied.
3. Immediate follow up: We will provide notes of the meeting and ask for the member of staff, volunteer or artists to verify their accuracy.
4. Investigation: After the meeting, we may need to adjourn to investigate the matters raised.



5. Outcome: You will receive a written outcome, usually within five working days of the meeting, explaining the decision and your right to appeal. If there are delays in the process you will be notified accordingly.

Stage 2: Appeal

If you are not satisfied with the outcome, you can appeal.

- Submit appeal: You must lodge your appeal in writing to the Executive Director (or to the Chair if the grievance is about a Director) within five working days of receiving your written outcome.
- Appeal hearing: The appeal will be heard by a senior manager or a trustee who has not been involved in the original grievance.
- Appeal meeting: An appeal meeting will be arranged, and you again have the right to be accompanied. The appeal meeting will review the original decision. It will not normally consider new issues unless they are relevant and were not known at the time.
- Final decision: You will receive a final written response. This decision is final.

Time Limits

All parties should make every effort to adhere to the timescales in this policy. These may be extended by mutual consent. To help us investigate properly, grievances should be raised as soon as possible, and ideally within three months of the issue occurring.

Continuous improvement of this policy:

The Executive Director is responsible for monitoring the use and effectiveness of this policy in conjunction with the People Committee. When reviewed annually, the committee will discuss how the policy has functioned in practice and how it might be improved.