

BRITISH MUSIC HALL SOCIETY

GRIEVANCE POLICY

1. Purpose and Scope

A grievance is any concern about the behaviour of individuals or group of people, or the organisation. The concern may relate to an individual or group's actual behaviour or on-line/digital activities. It may also include lack of affirmative or responsible action by individuals or the organisation.

The British Music Hall Society (BMHS) is committed to dealing with grievances fairly, consistently and without delay but within the context of the organisation which is wholly run by volunteers.

Anyone who has any concerns about the behaviour of members of the British Music Hall Society (BMHS) should raise the matter through reference to this policy. All grievances will be dealt with sensitively and confidentially.

Most concerns are best resolved by informal discussions. However, it is recognised that occasions may arise where informal discussions are not appropriate or do not produce a satisfactory resolution. A more formal procedure then becomes appropriate.

The following paragraphs set out the principles on which the grievance procedures are based.

This policy will be reviewed periodically and revised where deemed necessary

2. Procedure

2.1. If you feel comfortable we would encourage you to raise any grievance directly with the individual(s) concerned.

2.2. If it is not possible to raise it directly please report it to a member of the Executive Committee.

2.3. Where a grievance is raised, it must be fully stated and explained. Where possible details should be provided of the issue, dates, the location where it occurred and any witnesses. If the grievance is against an individual or group of individuals it is necessary to provide the names or names of those people, otherwise it is not possible for follow-up action to commence.

2.4. If informal discussions have not resolved the grievance, the person raising the grievance has the right to request a formal grievance interview by contacting [the Chair of the BMHS in writing at Chair email](#). In the event of the grievance being against the Chair they should contact the Secretary at [Secretary email](#)

3. Formal Procedure

3.1. The Executive Committee will select two people, normally BMHS members, neither of which is involved in any way with the matter being considered, to investigate the grievance. They will convene a confidential meeting and allow the complainant to state their case.

3.2. The two appointed members will investigate the issues including inviting the person against whom the grievance has been brought to explain their actions.

3.3. The two appointed members will endeavour to bring the parties back together and agree actions to ensure no further incidents occur.

3.4. In the event of gross misconduct the two appointed members will make a recommendation for action to the Executive Committee to ratify it. Every effort will be made to reach a mutual understanding between the parties but in extremis this may include revocation of membership of the BMHS.

3.5. Everyone has the right to be accompanied by another person of their choosing at any stage of the formal grievance process.

4. Right of Appeal

4.1. There is a right of appeal should the person raising the grievance be dissatisfied with the decision arising from the formal grievance interview. The appeal should be put in writing and sent to the Secretary at [Secretary email](#)

4.2. Anyone who is unhappy with the outcome of the grievance process may appeal. The appeal should be put in writing and sent to the Secretary at [Secretary email](#)

4.3. The Secretary will consult the Chair to identify two independent people, normally BMHS members, to hear the appeal.

5. Other

5.1. A written record will be made of all meetings and discussions and agreed by both parties.

5.2. The decision of the Executive Committee is final.

5.3. In the event of serious misconduct the procedure may commence at the formal stage as outlined above.