All Saints Grievance Policy

Dealing with grievances informally

If you have a grievance or complaint about your work or someone you work with, you should start by speaking with the Rector 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 Rector. You should keep to the facts and avoid language that is insulting or abusive.

If your grievance is against the Rector and you feel unable to approach them, you should raise it with one of the Churchwardens.

Grievance hearing

The Rector will call you to a meeting, usually within 10 working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative.

After the meeting the Rector will give you a decision in writing, usually within 24 hours.

If the Rector 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. You should tell the Rector.

You will be invited to an appeal meeting, normally within 10 working days, with the Churchwardens. You have the right to be accompanied by a colleague or trade union representative.

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

Approved by the PCC

19 November 2025