
ISLAMIC CENTRE OF ENGLAND-

GRIEVANCE PROCEDURE

(November 2020)

1. INTRODUCTION

- 1.1 This grievance procedure applies to all employees of The Islamic Centre of England (“The Charity”) irrespective of position, seniority, or time spent with The Charity.
- 1.2 The Charity takes any and all complaints under this policy very seriously, and shall deal with these impartially and fairly.

2. DEALING WITH GRIEVANCES

- 2.1 The Informal Step- If you have a grievance or complaint to do with your work or the people you work with, you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you.
- 2.2 The Formal Step- If the matter is serious and/or you wish to raise the matter formally, you should set out the grievance in writing to your line manager. You should stick to the facts and avoid language that is insulting or abusive. Where your grievance is against your manager and you feel unable to approach him or her, you should talk to any member of the Trustees.
- 2.3 Whilst the Trustees of The Charity understand that most grievances will be sensitive in nature, complainants must ensure that they do not obstruct the due process by contacting / otherwise speaking with others such as potential witnesses / colleagues. This could very much affect the smooth running of any investigation, or the just process, and any follow-up action that may be required for implementation.

3. THE GRIEVANCE HEARING

- 3.1 Your manager / a Trustee will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request. Please be

reminded that whilst this is a serious process, we will always ensure that the hearing is conducted in a fair, empathetic, and sensitive manner.

- 3.2 After the meeting, the manager will give you a decision in writing, normally within three working days.
- 3.3 If it is necessary to gather further information before making a decision, the Trustees will inform you of this and the likely timescale involved.

4. APPEAL PROCESS

- 4.1 If you are unhappy with the decision and you wish to appeal, you should contact the designated Trustee.
- 4.2 You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by all of, or the majority of, the Trustees. You have the right to be accompanied by a colleague or friend at this meeting if you make a reasonable request.
- 4.3 After the meeting, the Trustees will give you a decision, normally within seven days whose decision shall be final.

5. FURTHER INFORMATION

13.1 Further information concerning this Grievance Procedure or other related matters can be obtained in person or in writing at:

**The Islamic Centre of England
140 Maida Vale
Kilburn
London
W9 1QB**