

GRIEVANCE POLICY

Chrysalis Arts Development Ltd (CAD) seeks to promote good work relationships and practice. Project managers, artists and anyone undertaking work for CAD individually or collectively, may use this policy and procedure to address grievances arising in the course of their work with the organisation.

CAD is committed to resolving grievances as quickly and fairly as possible so that disputes are avoided, good work relationships are maintained and the best possible delivery of work and projects is achieved.

If there is an issue that relates to working arrangements, office and equipment, health and safety, relationships at work or other similar matters then project managers, artists and anyone undertaking work for CAD are encouraged to first attempt to resolve issues informally wherever possible.

If the issue cannot be resolved informally then the formal approach detailed below in Procedure should be followed.

Procedure

- **Informal Approach**

Project managers, artists and anyone undertaking work for CAD who feel they have a grievance should contact either their project manager or an executive director of CAD to alert them to the concern and this intervention may be effective in resolving the issue.

- **Formal Approach**

Where informal methods fail, or a serious grievance occurs the complainant should contact either their project manager or an executive director of CAD as appropriate.

The complaint should be confirmed in writing and should state:

- the name of the complainant
- the nature of the complaint with details of what has occurred
- names and witnesses to any incident where appropriate
- any action already taken by the complainant to raise concern and/or to resolve the issue

If this process does not resolve the issue or if there is no project manager or an executive director of Chrysalis Arts that is appropriate to contact about this issue

and it cannot be resolved by discussion with the project team or by discussion with the CAD Executive, then this matter shall be referred to the Board of Directors of CAD and any dispute that cannot be resolved in this way shall be referred to ACAS.

Owner	CAD Board
Procedure lead	Rick Faulkner
Formally endorsed by	CAD Board
Last review	Feb 2023
Next review	March 2026