



Parish of St Matthew Croydon

Grievance procedure implemented June 2026

The Grievance Procedure is intended to address complaints and concerns arising from an employee's perception that a policy, rule or procedure has been applied or ignored to their detriment, or that they are being unfairly treated in their employment. The Grievance Procedure applies to paid employees and workers of the PCC.

The result of an initial investigation into a grievance, particularly where it concerns the conduct of one individual towards another, may lead to the matter being investigated under the Disciplinary Procedure.

It is the parish policy to ensure that any employee with a grievance has access to a procedure that can lead to a speedy resolution of the grievance in a fair manner. We will follow the ACAS Code of Practice in the handling of grievances.

Informal stage

Most grievances can be resolved by discussion and you should raise matters informally with your line manager in the first instance. Where your grievance is against your line manager and you feel unable to approach him/her, you should talk to the Incumbent, a Churchwarden or another line manager within the church to find a solution informally. If you are not satisfied, however, you may then invoke the formal procedure.

Formal procedure for grievances

At every stage you will have the opportunity to state your case and be represented, if you wish, at any meeting by a friend or fellow employee.

Stage 1

You should submit your grievance to your line manager in writing. They should meet with you to discuss your grievance and then give you a reply within one week of that meeting. This period may be extended by mutual agreement. You should stick to the facts and avoid language that is insulting or abusive.

Stage 2

If the reply given at stage 1 does not satisfactorily resolve the grievance, then within a week of the response you should write to the Secretary of the PCC outlining the reasons for your dissatisfaction with the response. Representatives of the PCC will meet with you to discuss your grievance and then give a decision within one month (or other such agreed period). The decision of the PCC will be final.