



Grievance policy

Date policy approved: 5 May 2026

Review date: 5 May 2027

This policy was produced by adapting a template shared by Worknest HR and NCVO.

Contents

1	Introduction	2
2	Dealing with grievances informally	3
3	Procedure for raising a grievance formally	3
4	Making an appeal	3

1 Introduction

BEING MORTAL is a campaign which encourages us all to celebrate life and acknowledge, talk about and plan for death, dying and grieving.

Talking about and planning for these natural life processes helps to reduce fear, promotes wellbeing and gives us agency over our own story. It empowers us to engage, over time, in end-of-life decision-making which fully reflects what matters to us as individuals.

What is the purpose of this policy?

This *Grievance* policy sets out the steps BEING MORTAL takes when one of our team raises a grievance or complaint about their colleagues or the work they are undertaking. We have this policy to ensure that we treat people fairly and consistently.

Who does this policy apply to?

This policy and associated procedures apply to everyone involved in BEING MORTAL, including volunteers, associates, consultants, project members, and members of the BEING MORTAL Advisory Group.

2 Dealing with grievances informally

At BEING MORTAL our work is underpinned by respect and kindness for all. If you have a grievance about your colleagues or your work, it is best to talk to your project leader or a director if you are a project leader. You may be able to agree a solution informally between you.

3 Procedure for raising a grievance formally

BEING MORTAL is committed to being free from harassment and bullying. We strive to ensure that all who work with us and access our services are treated with dignity and respect.

- How to report concerns

It may be that you think the issue is so serious that it cannot be dealt with informally. It may be that you have tried to find an informal resolution and this has failed. In this case, you should set out your grievance formally, in writing to your project leader or a director. It is advisable to keep the account of your grievance factual and not to use insulting or abusive language.

- Grievance hearing

Your project leader or a director will call you a meeting to discuss your grievance. This will normally happen within five days of you submitting your account of your grievance. You can bring a friend to this meeting with you. The purpose of this meeting is to fully understand your concerns and to also understand what conclusion you wish to achieve.

After the meeting, your project leader or a director will give you a decision in writing, normally within five days of the meeting. They may ask you for more information before they make a decision.

4 Making an appeal

If you are unhappy with the decision and you want to appeal, you should raise your issue with your project leader or a director. You will be invited to an appeal meeting, normally within five days. Wherever possible, the appeal will be heard by another project leader or director who has not previously been involved in the matter. You can bring a friend to this meeting with you. After the meeting, the person hearing the appeal will tell you what they have decided, normally within five days. This decision is final.

