



Grievance Procedure

Dance Network Association (DNA) is a dance charity that enables people to live more connected, joyful and aspirational lives through dance. Having built inclusive dance communities across Greater Essex and outer London Boroughs over the past 9 years, DNA has provided access to excellent quality dance for people of all ages and abilities in a wide range of settings. We bring together 30,000 people each year and aim to increase our participants' physical and mental health and wellbeing by supporting joy and connection through dancing.

This grievance procedure covers a three-year period from 2023-2026 and will be reviewed and revised annually by the Board. The policy will be communicated to our team verbally and in our regular team update emails. When working with new partners, we will also share our grievance procedure with them. The CEO will report on this procedure at each board meeting for trustees.

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 your manager, or DNA contact 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 your manager, DNA contact or the CEO. You should keep to the facts and avoid language that is insulting or abusive.

If your grievance is against your manager or DNA contact and you feel unable to approach them, you should raise it with the CEO or directly with the Board.

Grievance hearing

Your manager or DNA contact will call you to a meeting, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative.

After the meeting, your manager or DNA contact will give you a decision in writing, usually within 24 hours.

If the manager or DNA contact needs more information before deciding, 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 your manager or DNA contact.

You will be invited to an appeal meeting, normally within 5 working days, with the CEO and/or Board of Trustees. You have the right to be accompanied by a colleague or trade union representative.

After the meeting, the manager or direct DNA contact, CEO or Board of Trustees will give you a decision, usually within 24 hours. The CEO and Trustees' decision is final.

Signed off by the board: 30 September 2024

To be reviewed: September 2025