

# Kamikaze Pro - Grievance Policy



## 1. Dealing with grievances informally

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If you have a grievance or complaint to do with our shows or training or the people you work with you should, wherever possible, start by talking it over with a member of management. You may be able to agree on a solution informally between you.

## 2. Formal grievance

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If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to a member of management. You should stick to the facts and avoid language that is insulting or abusive. Where your grievance is against a member of management and you feel unable to approach him or her you should talk to the safeguarding team.

## 3. Grievance procedure

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A member of management will discuss your grievance with you as soon as possible and normally within 24 hours.

A preferred contact from management or the safeguarding team will be agreed with your approval.

A preferred method to discuss your grievance will be agreed also. If in person or via phone call, you have the right to be accompanied. If via email or social media communication, you are welcome to have someone communicate with you or on your behalf.

After the meeting, we will immediately attempt to resolve your grievance.

If it is necessary to gather further information before making a decision the member of the management/safeguarding team you communicated with, will inform you of this and the likely timescale involved.

## **4. Appeal**

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If you are unhappy with the decision and you wish to appeal you should let us know at the earliest convenience.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by management and the safeguarding team. You have the right to be accompanied at this meeting if you make a reasonable request.

After the meeting, a member of management will give you a decision, normally within 24 hours. This decision is final.

## **5. Evaluation and Review**

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We will regularly assess the implementation and effectiveness of this policy and procedure which will be reviewed annually or whenever there are changes in legislation, new or revised government or statutory guidance, or to take account of any learning following a safeguarding concern.

The most current version of this Policy and procedure will always be available to view or download from our website.

<https://kamikazepro.co.uk/safeguarding/>

## **6. Contact details**

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Head of Safeguarding - Sarah Timmis

DSL - Natalie Atkinson

[safeguarding@kamikazepro.co.uk](mailto:safeguarding@kamikazepro.co.uk)

NSPCC Helpline 0808 800 5000

Last Review date: 04.02.2023