CHESTER PHILHARMONIC ORCHESTRA

GRIEVANCE PROCEDURE

A grievance is a concern, dispute or issue between an individual or group and another individual or group within the orchestra.

If you have a dispute with another member of the orchestra then please discuss it with him/her as soon as possible. Unresolved problems left to fester can become bigger problems.

1. In the first instance, try to resolve it directly with them by discussion. Language used should be calm, patient and respectful at all times.
2. If the issue is not resolved, then speak to your section leader who will attempt to mediate between you and/or attempt to resolve the issue directly.
3. If the grievance is with your section leader, then you can approach the Orchestra Secretary. He/she will attempt to mediate between you and/or resolve the issue directly.

The majority of problems and issues will be resolved through these measures.

1. Finally, for any others and if necessary, the Secretary will appoint a panel of three Trustees to hear the grievance and make a decision as to the outcome. This decision will be final.

June 2024