

Disciplinary procedure

The National Association for Children of Alcoholics disciplinary procedure operates across all aspects of our work. It applies to any informal matter for concern expressed verbally or formal complaint made in writing, concerning any member of staff, paid or voluntary.

Disciplinary rules

1. Informal verbal or written warnings may be given by the Chief Executive
2. Informal verbal or written warnings may be given by the Chair of Trustees
3. The first formal written warning must be signed by at least three Trustees
4. The second formal written warning renders the employee liable to notice.

Members of staff, paid or voluntary retain the right to seek advice from the Charity Commission, St Albans House, 57/60 Haymarket, London SW1 4QX, telephone 0207-210 4556, quoting our Registration Number 1009143.

Disciplinary procedure

Informal Complaint

If you are dissatisfied with any decision affecting you, you should first raise this verbally with the Chief Executive who will, if possible, deal with your concerns immediately.

He or she will inform the Chair of Trustees of your complaint and the outcome will be recorded in the Complaints Register. Your complaint will be retained on file for two years from the date of complaint.

If you remain dissatisfied, you are invited to make a formal complaint.

Formal Complaint

If you are dissatisfied with any disciplinary decision affecting you and wish to make a formal complaint, please write to the Chief Executive with details of your complaint. Your complaint will be acknowledged within 24 hours of the date of receipt, giving a date by which time you can expect a formal response based upon our detailed investigations.

If you feel you have not had a satisfactory response from the Chief Executive, you are invited to write to the Chair of Trustees at Nacoa, PO Box 64, Fishponds, Bristol, BS16 2UH.

The Chair will investigate your complaint and, if appropriate, consult the Board of Trustees over any action to be taken. You should expect to receive a reply from the Chairman within 28 days of the receipt of your letter.



If you feel you have not had a satisfactory response from the Chair or Board of Trustees, you are invited to write to the Charity Commission, St Albans House, 57/60 Haymarket, London SW1 4QX, telephone 0207-210 4556, quoting our Registration Number 1009143.

Grievance procedure

If you have any grievance relating to your employment, you should first raise this verbally with the Chief Executive who will, if possible, deal with your concerns immediately.

He or she will inform the Chair of Trustees of your complaint and the outcome will be recorded in the Complaints Register. Your complaint will be retained on file for two years from the date of complaint.

If you remain dissatisfied, you are invited to make a formal complaint.

Formal Complaint

If you are dissatisfied with the outcome and wish to make a formal complaint, please write to the Chief Executive with details of your complaint. Your complaint will be acknowledged within 24 hours of the date of receipt, giving a date by which time you can expect a formal response based upon our detailed investigations.

If you feel you have not had a satisfactory response from the Chief Executive, you are invited to write to the Chair of Trustees at Nacoa, PO Box 64, Fishponds, Bristol, BS16 2UH.

The Chair will investigate your complaint and, if appropriate, consult the Board of Trustees over any action to be taken. You should expect to receive a reply from the Chair within 28 days of the receipt of your letter.

If you feel you have not had a satisfactory response from the Chair or Board of Trustees, you are invited to write to the Charity Commission, St Albans House, 57/60 Haymarket, London SW1 4QX, telephone 0207-210 4556, quoting our Registration Number 1009143.

All staff, paid and voluntary retain the right to discuss any grievance with any Trustee, or group of Trustees, in absolute confidence.

Policy: Disciplinary Procedure
Reviewed: 3 December, 2011

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