



Employee Grievance Policy

INTRODUCTION

This document outlines the Club policy on employee grievances.

So far as is reasonable, confidentiality will be maintained. However staff should be aware that it might be necessary to disclose certain information so that the Club can fully investigate the circumstances of a grievance. The Club cannot be bound by its obligation of confidentiality or a request by a staff member to take no action where they advise the Club of wrongdoing by another party.

INFORMAL STAGE

If a member of staff is unhappy or has concerns about any aspect of their employment or deployment, they should initially discuss the grievance with their line manager. Wherever possible, the member of staff raising a grievance should also indicate to their line manager what steps they feel would address their grievance.

These initial discussions should occur as soon as possible, and while the discussions are of an informal nature, participants may feel it useful to take notes of the meeting. After the initial meeting, the line manager will look into the grievance and provide a response within 5 working days, whenever practical. If it is not possible to respond within the specified time period the employee will be given an explanation for the delay and told when a response can be expected.

If the informal stage does not resolve the grievance to the satisfaction of the involved parties, the formal procedure should be used.

INVESTIGATION

In some cases, it may be necessary for the Club to carry out an investigation into the grievance. All members of staff should co-operate fully and promptly in any investigation. This may include informing the Club of the names of any relevant witnesses, disclosing any relevant documents and attending investigative interviews, if required.

FORMAL STAGE

To formally raise a grievance, the staff member should submit the grounds of their grievance in writing to their line manager stating that it is a formal grievance. The written grievance should contain a brief description of the nature of the complaint, including the relevant facts, dates and names of individuals involved. Staff raising a complaint can also nominate a colleague to explain their case, respond to any views expressed at the hearing and summarise their views in relation to the grievance. However, a companion may not answer questions on their behalf.

GRIEVANCE MEETING

On receipt of a formal grievance the appropriate manager will arrange a grievance meeting, normally to be held within 10 working days. The aim of the meeting will be to facilitate a structured discussion at which all parties can discuss the issue openly and fully.

As a result of the issues raised at the meeting the line manager may be required to conduct further investigation, gather additional evidence or hold further grievance meetings as they consider appropriate; as such the meeting may be adjourned.

Once the matter has been fully considered, a response will be provided in writing within a reasonable period of time, normally within 10 working days from the conclusion of the meeting and investigation (if appropriate), to confirm the outcome and any further action that the Club intends to take to resolve the grievance. The Club will also inform the member of staff of their right to appeal.

If it is not possible to respond within the specified time period an explanation for the delay will be given and an indicated response time period will be provided.

APPEALS

If, after the Formal Meeting the staff member remains unsatisfied with the decision, they may pursue the matter by appealing in writing to the Club Secretary preferably within 10 working days of receiving notification of the grievance decision. The written notification of appeal should specify the grounds for appeal.

Appeal Panel

Grievance appeals will be heard by a Panel chaired by the Chair (or nominee) and supported by the Club Secretary (or nominee). Any person previously involved in the case will ordinarily be excluded from the appeal panel although they may be asked to be present at the appeal meeting. The member of staff has a right to bring a companion to the appeal meeting.

At the meeting, the member of staff's companion / representative may make representations to the meeting and ask questions. They should not however answer questions on the member of staff's behalf. The member of staff may confer privately with his or her companion at any time during the appeal meeting.

Appeal Process

An appeal will not normally be by way of a re-hearing unless the Investigating Officer (where relevant) or the staff member has additional relevant material to introduce which was not available at the time of the Formal Meeting. Normally, the Appeal meeting will reconsider the original decision.

Appeals will be considered as soon as possible and normally within one month of receipt of the appeal notification however this may depend on the availability of persons holding the appeal or on other factors. At least 5 working days' notice of the date of an appeal will be given.

Within a reasonable time after the Appeal meeting and normally within 10 working days, the Chair of the Appeal Panel shall confirm the decision in writing. If it is not possible to respond within the specified time period the employee will be given an explanation for the delay and told when a response can be expected.

The decision of the Appeal Panel will be final and there is no right of appeal to this decision.

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