



## **Grievances and disciplinary Procedure**

### **Grievances/complaints at work**

The club recognises that there may be times when employees are unhappy about 'things at work', and encourages you to raise issues/problems as they arise so that they can be resolved quickly, fairly and to the satisfaction of all concerned, and prevented from developing into more serious disputes.

### **How to Raise a Grievance**

#### **Informal Stage**

Where you discuss with the Playleader / manager the concern(s) that you have, aiming to resolve them as quickly as possible.

If the grievance is in relation to Playleader / manager, employees may submit their grievance to Ann Turner and Cathy Price. Employees may also wish to refer to the club's whistle blowing policy.

#### **Formal Stage**

If your complaints/concerns remain unresolved, despite informal discussions, you should put your grievance(s) in writing to the management

- The details and nature of their complaint;
- The reasons why you are not satisfied with the outcome/response from informal discussions;
- That you wish the matter to be addressed as a formal grievance
- Desired outcome at this stage.

You may be accompanied and/or represented at this stage. Your representative may submit the grievance on your behalf.

### **Meeting**

Representatives (maximum of two) of the management will arrange to meet with you to hear the full facts of the situation, and to attempt to find a satisfactory solution. You have the right to be accompanied and/or represented at this meeting, which should be held within **ten working days** of receipt of the written complaint.



This meeting should be conducted in as informal a manner as possible to encourage a frank and full discussion of the issues and to facilitate a satisfactory solution for all concerned. In the majority of cases a satisfactory solution will be achieved through these discussions and Ann and Cathy will be able to deliver a decision and agree any action(s) at the end of the meeting. This outcome should be confirmed in writing (by the management) within **five working days** of the meeting.

However, in some cases, discussions will uncover other facts/issues that require further investigation. In these circumstances, the meeting should be adjourned, by mutual agreement, until Ann and Cathy has been able to investigate the identified areas/points of concern, including discussion with identified individuals as appropriate.

Generally, any further investigations should be completed and a second meeting held with the employee within **ten working days**, at which time the management committee should deliver a decision on the grievance and confirm this in writing within **five working days**.

The Managers decision must be delivered to the employee personally and then confirmed in writing within **five working days**. A decision, therefore, can only be:

- Made after full discussion with the employee and
- Delivered in person in the first instance.

Employees should be informed, in the letter confirming the outcome of the meeting(s), of their right, if not satisfied with the outcome to seek additional advice from ACAS, other professionals and their trade union.

It may also be necessary at this stage for the club management to seek additional advice from other professionals such as EPM.

If an employee raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

An employee cannot raise the same/related grievance within 12 months of the resolution, outcome or withdrawal of the grievance.