Grievance procedure

1. The committee and volunteers/parents should deal with issues promptly and consistently, and the committee should carry out any necessary investigations.

2. The volunteer/parent should have an opportunity to put their case.

3. The volunteer/parent should have an opportunity to appeal against the decision.

4. The volunteer/parent should have the right to be accompanied at any formal meeting if they wish.

5. Introduction

The aim of a Grievance Procedure is to settle grievances or complaints fairly and it is intended to operate simply and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably. If a volunteer/parent has a problem with any other member of the club, and is unable to sort it out informally, the matter should be referred to their League Rep. You may be able to agree an informal solution between you.

But if the issue cannot be resolved informally, the volunteer/parent should be provided with the opportunity to raise a formal grievance.

6. If the problem is serious or remains unresolved or the volunteer/parent wishes to raise the matter formally, the volunteer/parent can use the formal grievance procedure. In the case of a grievance being taken out as a counter-grievance, or in response to the start of disciplinary action, it may be appropriate to deal with both issues at the same time. If appropriate, the disciplinary procedure may be temporarily suspended in order to deal with the grievance.

7. The Procedure

8. Raise the grievance in writing. The volunteer/parent should raise a grievance with their league rep without unreasonable delay, normally within one month of the incident (or final incident) which gives rise to the complaint. If the grievance is against the league rep, the matter should be raised with the Secretary. All grievances will be treated fairly and objectively. The volunteer/parent must detail in writing the specific circumstance or circumstances which constitute the grievance, with dates, times, witnesses, etc. as applicable. Volunteers/parents should stick to the facts and avoid insulting or abusive language.

9. Invitation to a Grievance Meeting.

The league rep will invite the volunteer/parent to attend a meeting, without unavoidable delay to discuss the matter. The meeting should ideally be arranged within five working days of receiving the written grievance. The league rep will also state that the volunteer/parent is entitled to be accompanied by a neutral representative at the meeting. The volunteer/parent has a statutory right to be accompanied at any grievance or appeal meeting. This companion can speak at the meeting on behalf of the volunteer/parent, but they cannot answer questions put directly to the volunteer/parent.

Grievance Meeting

Where possible, a note-taker, who must be uninvolved in the case will take down a record of the proceedings. The Chairman/Vice Chairman will introduce the meeting, read out the grounds of the volunteers/parents grievance, ask the volunteer/parent if they are correct and require the volunteer/parent to provide clarification regarding details of the grievance if unclear.

10. The volunteer/parent will be given the opportunity to put forward his/her case and say how they would like to see it resolved. The volunteer/parent may call witnesses and refer to any documents previously provided to the league rep. The league rep may question the volunteer/parent and any of the volunteers/parents witnesses. The volunteer/parents companion will be given the opportunity to sum up but may not introduce any new material. The meeting may be adjourned by the committee if it is considered necessary to undertake further investigation. Any necessary investigations will be carried out to establish the facts of the case. The meeting will be reconvened as soon as possible. After this time all matters will be considered by the committee, the committee will give their decision regarding the case in writing to the volunteer/parent which will normally be within five working days. If appropriate, the decision will set out what action the committee intends to take to resolve the grievance or if the grievance is not upheld, will explain the reasons. This will also include notifying the volunteer/parent of his/her right of appeal and the procedure to be followed.

Any volunteer/parent who is the subject of a grievance should be provided with an opportunity to respond to the complaints made against them.

Appeal If still unresolved, the volunteer may refer the matter, in writing, to the Chairman. If a volunteer/parent wishes to appeal against a grievance decision, they must do so in writing within five working days of receiving written notification of the grievance decision, stating the reasons for the appeal. Any documents submitted in support of the appeal must be attached. Arrangements for the appeal meeting will be made at the earliest opportunity.