

## 1. INTRODUCTION

- 1.1** Grievances are concerns, problems or complaints that a board member, member, speaker, or visitors wishes to raise with the president.
- 1.2** This policy defines the Club's Grievance procedures for all board members, members, speakers, and visitors. It is Club Policy to ensure that any board members, members, speakers, and visitors with a grievance has access to a procedure which can lead to a speedy resolution of the grievance in a fair manner.
- 1.3** The following set of principles for fairness, set out in the ACAS Code of Practice, should be adhered to by President and Board members, members, speakers, and visitors:
- Board members, members, speakers, and visitors should raise and deal with issues **promptly** and should not unreasonably delay meetings, decisions or confirmation of those decisions.
  - Board members, members, speakers, and visitors should act **consistently**.
  - The President should carry out any necessary **investigations**, to establish the facts of the case.
  - The President should **inform** board members, members, speakers, and visitors of the basis of the problem and give them an opportunity to **put their case** in response before any decisions are made.
  - The President should allow board members, members, speakers, and visitors to be **accompanied** at any formal grievance meeting.
  - The President should allow all board members, members, speakers, and visitors to **appeal** against any formal decision made.

## 2. RESPONSIBILITY

This policy shall be understood and followed by all board members, members, speakers, and visitors. The Board is responsible for providing advice to members, speakers and visitors in relation to handling a grievance in line with the procedure. Board Members are accountable for the efficient implementation of this procedure.

## 3. GRIEVANCE POLICY & PROCEDURE

- 3.1** **Informal Resolution of Grievances** - If you have a grievance, for example, about the Club or a fellow board member, members, speakers, and visitors, you should first raise it orally with a board member. Many problems can be raised and settled during the course of everyday working relationships. This also allows for problems to be settled quickly. The formal grievance procedure should only be followed if an issue cannot be resolved informally.
- 3.2** **Formal Grievance Procedure** - If the grievance has not been satisfactorily resolved informally, you should submit details in writing, without unreasonable delay, to the President.
- 3.3** **Grievance Meeting**
- 3.3.1 A member of the board will hold a meeting with the complainant to discuss the grievance in full and to try to resolve the issue. This will be held within 5 days of the written grievance being received wherever possible.
- 3.3.2 During the meeting, the board member will listen to the complainants' grievance and how they would like to see it resolved.
- 3.3.3 It may be necessary to adjourn the meeting whilst investigations are undertaken.

- 3.3.4 The board member hearing the meeting will usually be accompanied by the President or a suitable representative of the Club who is not involved to take notes and act as a witness of the meeting.
- 3.3.5 **Right to be accompanied** - The complainant has a right to be accompanied at the grievance meeting by a colleague. The companion should be allowed to address the hearing to put forward and sum up the complainants' case, respond on behalf of the complainants' to any views expressed at the meeting and confer with the complainants' during the hearing. The companion does not however have the right to answer questions on the complainants' behalf, address the hearing if the complainants' do not wish it or prevent the president from explaining their case. The companion should maintain confidentiality of the grievance and outcome at all stages of the process.
- 3.3.6 **The Decision** - The outcome of the grievance will be notified in writing as soon as practical after the meeting and any investigations are complete including any actions, if any, that will take place as a result of the grievance. The right to appeal the decision along with details of who to direct the appeal to will also be confirmed in writing.

#### **3.4 Appeal**

- 3.4.1 Where a complainant feels that their grievance has not been satisfactorily resolved, they should let the President know the grounds for their appeal in writing within 5 days of receiving the decision letter.
- 3.4.2 Appeals should be heard without unreasonable delay and at a time and place which should be notified to the complainant in advance. The appeal should be dealt with impartially and wherever possible by a board member who has not previously been involved in the case.
- 3.4.3 The right to be accompanied at any such appeal hearing is the same as with the grievance hearing referred to above in point 3.3.5.
- 3.4.4 The outcome of the appeal will be communicated in writing without unreasonable delay along with any action to be taken.
- 3.4.5 This decision will be final.

#### **3.5 Overlapping Grievance and Disciplinary Cases**

- 3.5.1 Where a complainant raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related, it may be appropriate to deal with both issues concurrently.