



Wellingborough and District Athletic Club Grievance Procedure

1. Introduction

- 1.1 These procedures will be used by Wellingborough and District Athletic Club ("the Club") to resolve any complaints or grievances raised with them.
- 1.2 Grievances shall wherever possible be resolved within the club. If any member is unhappy with the resolution, they are entitled to raise their grievance with England Athletics in line with the England Athletics Grievance Policy.
- 1.3 A grievance is an issue, complaint, dispute, concern or problem which does not involve serious misconduct.¹ Any reference to "grievance" in this document shall include a complaint, dispute, concern or problem. Allegations of serious misconduct should be referred to England Athletics.
- 1.4 For the purpose of these procedures, a person raising a grievance will be referred to as the Aggrieved and the individual against who the grievance is being taken is the Respondent. The terms are "Aggrieved" and "Respondent" are not intended to imply fault by either party. At all stages of the grievance process, the Aggrieved and the Respondent may be supported and accompanied by a representative.
- 1.5 If in the course of these procedures, evidence emerges of serious misconduct that the complainant wishes to pursue formally, these procedures will be put aside and the case will be dealt with by England Athletics under their procedures.
- 1.6 This Grievance Procedure enables individuals or groups to raise issues that affect their well-being and ability to perform within athletics effectively. It is impossible to provide a list of all the issues that may give rise to a grievance but some of the more common include: breaches of health and safety, breaches of Codes of Conduct, breaches of policies, breaches of practice and equal opportunities. The Respondent may be an individual, group of individuals or an organisation.
- 1.7 Wellingborough and District Athletics Club recognises the importance of dealing with grievances, disputes and complaints seriously, fairly and quickly.

1.8 Any person that raises a grievance will:-

1.8.1 Be given a fair hearing concerning any grievances they may have

1.8.2 Have the right to be accompanied by a representative when raising a grievance.

1.9 All parties to a grievance shall cooperate constructively to resolve matters by informal methods wherever appropriate. It is hoped that grievances can be resolved amicably thereby maintaining and restoring good relations within the club.

1.10 A person with a grievance must state his or her grievance in writing to the Secretary of the Club.

1.11 Where the person with a grievance has a disability, the Club will make reasonable adjustments to ensure they are not treated less favourably. For example, if an Aggrieved is unable to submit a written grievance because of a disability, the Club will provide assistance where reasonable.

2. Jurisdiction

2.1 Wellingborough and District Athletics Club Management Committee holds ultimate responsibility for seeing that all grievances made to it are dealt with in accordance with its policies and procedures.

3. Raising Grievance Issues Informally

3.1 The Club is committed to the resolution of individual grievances informally wherever possible. An Aggrieved is strongly encouraged to seek to resolve any matter within the club prior to making a grievance to England Athletics.

3.2 The Club Management Committee should give any grievance that has been raised informally proper and full consideration. They will be encouraged and supported to facilitate mutually acceptable solutions to genuine concerns raised.

4. Raising Grievance Issues Formally

4.1 Stage 1

4.1.1 If the Aggrieved has not been able to resolve a grievance informally, the Aggrieved may request a review of the grievance by the Management Committee of the Club. The request should be made in writing to the Secretary of the Club. The request should state the details of the grievance, the action taken by the Aggrieved to resolve the matter so far and the outcome or remedy sought. Copies of relevant papers in support of the grievance should be included with this letter.

4.1.2 The Secretary or Chairperson will notify the Respondent that a grievance has been submitted by the Aggrieved and will provide the Respondent with a copy of the grievance. The Respondent will be given the opportunity to provide a statement and any relevant papers in response to the grievance, normally to be returned to the Secretary within one

week. Both parties should be made aware that the information provided by them may be disclosed to the other party to the grievance.

4.1.3 In exceptional circumstances, it may be necessary for the Management Committee to carry out further investigation into the Aggrieved's grievance by meeting with the Respondent and any relevant witnesses to any of the matters complained of. If this is necessary, the Chairperson and Secretary will forward any witness statements and or relevant papers to the Aggrieved. This meeting will be attended by up to 3 Management Officers from the Club.

4.1.4 It may be necessary to undertake further investigation of the grievance, in which case the meeting may be adjourned to enable this to take place, and reconvened with a reasonable period of time. The timetable for any further investigation necessary will be discussed and agreed with the Aggrieved. Every effort will be made to address the issue promptly.

4.1.5 Following the meeting, the Aggrieved will be informed by the Secretary or Chairperson considering the grievance in writing of the decision under Stage 1 of the Grievance Procedure. This will normally be within one week of the close of the grievance meeting. The letter will generally summarise:

4.1.5.1 the nature of the grievance

4.1.5.2 the investigation that was conducted

4.1.5.3 the decision

4.1.5.4 a reason for the decision

4.1.5.5 any outcome for a change in practices as a result of the decision

4.1.5.6 a copy of the meeting records and any formal minutes taken.

4.1.6 A copy of the paperwork referred to in 4.1.7 shall also be provided to the Respondent. Any dissenting comments in connection with the decision will be recorded.

4.1.7 There may be situations with mutual agreement where it may be helpful to seek external advice and assistance during the Grievance

Procedure or after it has concluded. For example, where relationships are strained, a facilitator may be able to assist in resolving the problem. A facilitator may be used to assist in the rebuilding of relationships or to provide expert advice on a particular area of activity. The facilitator may be an external person or an agreed person from the Club not directly connected with the grievance.

4.2 Stage 2

- 4.2.1 An Aggrieved who is not satisfied with the outcome of the grievance meeting held under stage 1 above may appeal.
- 4.2.2 The Aggrieved should write to the Secretary of the Club within two weeks of the receipt of the letter issued following stage 1 of the Grievance Procedure. The letter should state the grounds on which the verdict of the Panel is challenged. The remedy or outcome sought by the Aggrieved should be stated in the letter.
- 4.2.3 Each party shall bear its own costs (including but not limited to legal costs, scientific costs or other expert fees) in connection with the grievance brought under this procedure.
- 4.2.4 The Chairperson shall appoint an Appeal Panel of three members; the Chairperson shall also be responsible for appointing the Chair of the Panel. These members shall be people involved in athletics but not necessarily club or Management Committee members.
- 4.2.5 In the interests of fairness and impartiality, none of the Panel shall have been directly involved in the matter being considered.
- 4.2.6 The Appeal Panel should receive in advance copies of any documents that either party wishes to refer to during the Appeal Hearing. The Appeal Panel must also be informed of any witnesses whom either party wishes to put before the Appeal Panel. The Panel will decide whether it wishes to hear evidence from witnesses in person or whether it wishes to rely on written statement.
- 4.2.7 The Chairperson will arrange for a Hearing to be convened for the Appeal Panel to consider the appeal.
- 4.2.8 The purpose of the Hearing is to understand the ongoing nature of the grievance, to review the basis for the earlier decision and to explore potential solutions. The Aggrieved will be afforded every opportunity to state their grievance at the meeting. It may also be necessary for further investigation to take place in which case the Hearing may be adjourned.

to enable this to be undertaken, and reconvened within a reasonable time period. Again, the timetable for investigation will be discussed and agreed with the Aggrieved. Every attempt will be made to address the issues promptly.

4.2.9 The letter with the decision under Stage 2 of the Grievance Procedure will normally be issued within one week of the conclusion of the Hearing. The letter will generally summarise:-

4.2.9.1 the nature of the grievance

4.2.9.2 the investigation that was concluded

4.2.9.3 the decision

4.2.9.4 the reason for the decision

4.2.9.5 any outcome for a change in practices as a result of the decision

4.2.9.6 a copy of Hearing records and any formal minutes taken.

4.2.10 A copy will be sent to all parties who attended the Hearing and opportunity made for the recording of any dissenting comments. This will conclude the process for the Club resolving grievances.

4.2.11 If the Aggrieved is not happy with the resolution provided by the Club under Stage 2, the Aggrieved should refer to England Athletics Grievance Procedure.

5. Confidentiality

5.1 All correspondence received or sent in relation to a complaint and any documents relating to an investigation of a complaint shall be kept confidential and If deemed appropriate an external person shall sign a confidentiality agreement.