

## **OFFICIAL GRIEVANCE PROCEDURE**

**OF**

Alton Gymnastics Club and ARC Gymnastics

### **1 INTRODUCTION**

- 1.1 This grievance procedure is intended for use by any employee, volunteer or member or who has a grievance regarding his/her work, working environment or working relationships, and wishes to have that grievance formally heard by the management of the company. The grievance procedure enables employees, volunteers or members to raise issues with the management about their work or about the actions of their employers, clients or customers, colleagues or coaches, that affect them. The company is committed to ensuring that grievances are dealt with as quickly and as fairly as possible and that any proceedings are kept confidential.
- 1.2 Employees, volunteers or members are encouraged to raise these issues informally as this may solve the problem quickly and protect good working relations. However, if this informal approach does not work, then the employee, volunteer or member must formally raise the grievance.

### **2 INFORMAL PROCEDURE**

Where possible, grievances and complaints should be dealt with informally by discussing the matter with the employee, volunteer or member's immediate superior, more specifically, the coach in charge of the class, or the immediate coach to the group who may be able to resolve the matter directly and quickly. If this is not possible, or if the problem is with that person, the employee, volunteer or member should go to the next most senior person, namely, Joanna Foley. In this situation it is advisable for both the employee, volunteer or member and the superior to keep a written note of the informal meeting.

### **3 STANDARD 3-STEP GRIEVANCE PROCEDURE**

Where the grievance cannot be resolved informally, the matter should be dealt with under the following standard statutory 3-step grievance procedure. The standard 3-step procedure will apply in all cases where the employee, volunteer or member is still in the company's employment. It will also apply in most cases where the employee, volunteer or member is no longer in the company's employment (but see paragraph 4 below) or where exemptions apply (see paragraph 5 below):

#### **3.1 STEP 1 - WRITTEN STATEMENT**

The employee, volunteer or member must set down in writing the nature of the alleged grievance and send the written complaint to the club Chairperson. If grievance is sensitive and represents a Child Protection issue, then the letter must be sent or given to the Club's Welfare Officer. If the grievance is related to Child Welfare and needs to be dealt with in a different way to steps 2 and 3 below, then the Welfare officer must inform all parties involved of the procedure to be followed as necessary.

#### **3.2 STEP 2 - MEETING**

Within a reasonable time (normally within 5 working days) either Club Chairperson or Welfare Officer must invite the employee, volunteer or member to at least one meeting at which the alleged grievance can be discussed. The employee, volunteer or member must explain what the basis for the grievance is. The meeting should be at a reasonable time and location and the employee, volunteer or member must take all reasonable steps to attend. The employee, volunteer or member has a right to be accompanied by a colleague or employee, volunteer or other representative. If the employee, volunteer or member or the companion is disabled the company will take all reasonable steps to ensure that they have no problems participating

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fully in the meeting. After the meeting either the Chairperson or Welfare Officer must inform the employee, volunteer or member about any decision in writing and offer the employee, volunteer or member the right of appeal if the decision goes against him/her.

## **3.3 STEP 3 - APPEAL**

If the employee, volunteer or member considers that the grievance has not been satisfactorily resolved, he/she must inform either the Club Chairperson or Welfare Officer within 5 working days that he/she wishes to appeal against the company's decision or failure to make a decision. either Club Chairperson or Welfare Officer must arrange a meeting to discuss the appeal within a reasonable time (normally within 7 working days) and the employee, volunteer or member must take all reasonable steps to attend. If possible a manager more senior than either Club Chairperson or Welfare Officer will chair the appeal meeting, but if this is not possible, all effort will be made to deal with the matter impartially. The employee, volunteer or member has a right to be accompanied by a colleague or employee, volunteer or member representative. After the meeting the employee, volunteer or member must be told of the decision in writing, making it clear that it is final.

## **4 MODIFIED 2-STEP GRIEVANCE PROCEDURE**

4.1 In general, the standard grievance procedure will apply even after the employee, volunteer or member has left the company's employment. However there is a shorter procedure that can be used when the aggrieved employee, volunteer or member is no longer working for the company and:

4.1.1 both parties agree in writing that it should apply; and

4.1.2 the company did not know about the grievance or the procedure was either not started or was started but not completed before the employee, volunteer or member left the employment.

4.2 This modified procedure can also be used if it is not reasonably practicable for one or other party to carry out the standard procedure e.g. if one of them has left the country for an extended period, and both parties agree in writing that it should apply.

4.3 The modified 2-step grievance procedure is:

### **4.3.1 STEP 1 - WRITTEN STATEMENT**

The ex-employee, volunteer or member sends a written statement of grievance to his/her former company.

### **4.3.2 STEP 2 - WRITTEN RESPONSE**

The company writes back to the ex-employee, volunteer or member giving his/her response to the points raised.

## **5 WHEN PROCEDURES DO NOT APPLY**

Situations in which the grievance procedures have not been complied with but are treated as having been complied with are as follows:

5.1 where one party behaves in such a violent and unreasonable manner that the other party could not be expected to sit down with them and go through the procedures;

5.2 where the employee, volunteer or member has left the employment before the grievance procedure has commenced and it is not reasonably practicable for the employee, volunteer or member to write a written statement of grievance;

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- 5.3 where the employee, volunteer or member has reasonable grounds for believing that putting his/her grievance in writing to the company would result in a significant threat to the employee, volunteer or member or his/her property or some other person or their property;
- 5.4 where the grievance is of a 'collective' nature. The grievance is counted as collective if it is raised by a recognised trade union or a workplace representative on behalf of two or more employee, volunteer or members;
- 5.5 where the employee, volunteer or member's employment has ended, he/she did not put his/her grievance in writing to the company before the employment ended, and it has since become not reasonably practicable for the employee, volunteer or member to do so, for example of he/she has gone abroad;
- 5.6 where it is not reasonably practicable for the employee, volunteer or member to put his/her grievance in writing to the company within a reasonable period, for example because the company is a sole trader and is not available due to long-term illness; or
- 5.7 where there are circumstances in which it is just not possible to complete the procedures, for example if one of the parties leaves the country or becomes seriously ill.

## **Explanations:**

Employee, volunteer or member – this refers to any employee of either Alton Gymnastics Club or ARC Gymnastics, any volunteer of Alton Gymnastics Club or ARC Gymnastics and any member of Alton Gymnastics Club or ARC Gymnastics. In the case of members under the age of 18 years, this can also refer to the parent(s) or Gardian(s) of the member.

Employees, volunteers or members under the age of 16 must be represented or accompanied by a suitable adult at any meeting to discuss their greivance or grievance against them.

Employees, volunteers or members between the ages of 16 and 18 may choose to be represented or accompanied by a suitable adult at any meeting to discuss their greivance or any grievance against them.