



# **Grievance Procedures For Members**

# Grievance Procedures

## 1. Introduction

1.1. These procedures will be used by Ayr Seaforth AC (ASAC) to resolve grievances raised with them.

1.2. A grievance is an issue, complaint, dispute, concern or problem, which does not involve alleged serious misconduct<sup>1</sup>. Allegations of serious misconduct should be resolved by reference to ASAC's Disciplinary Procedures. *For a definition of 'Misconduct' see ASAC's Disciplinary Procedures*

1.3. For the purposes of these procedures a person raising a grievance will be referred to as the Aggrieved and the individual against whom the grievance is being taken will be referred to as the Respondent. The terms 'Aggrieved' and 'Respondent' in the context of this document are in no way 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 supporter.

1.4. 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 under the ASAC's Disciplinary Procedures.

1.5. These Grievance Procedures enable individuals or groups to raise issues that affect their well-being and ability to perform within athletics effectively. It is impossible to provide a comprehensive list of all the issues that might give rise to a grievance, but some of the more common include: breaches of health and safety; breaches of Codes of Conducts; breaches of policies, practices and procedures and equal opportunities. The Respondent may be an individual, a group of individuals, or an organisation, such as a club, county or other association, event organiser, or body such as Scottish Athletics.

1.6. ASAC recognises the importance of dealing with grievances, disputes and complaints seriously, fairly and quickly.

1.7. Any person that raises a grievance will: -

1.7.1. Be given a fair hearing concerning any grievances they may have;

1.7.2. Have the right to be accompanied by a supporter when raising a grievance;

1.8. All parties to a grievance should cooperate constructively to resolve matters by informal methods wherever appropriate. It is hoped that grievances can be resolved amicably thereby maintaining, and where necessary, restoring good relations within the sport of Athletics.

1.9. A person with a grievance must state his or her grievance formally in writing to the Club Welfare Officer(s) which may be by email (unless it is resolved informally) for this procedure to be applied.

1.10. Where the person with a grievance has a disability ASAC 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, ASAC will provide assistance where reasonable.

## 2. Raising Grievance Issues Informally

2.1. ASAC is committed to the resolution of individual grievances informally whenever possible. The Secretary is available to assist with this if required. An Aggrieved is strongly encouraged to seek to resolve any matter with the club, association or individual concerned prior to any formal action by ASAC.

2.2. The ASAC Secretary 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 by people involved in athletics.

### 3. Raising Grievance Issues Formally.

3.1. If the Aggrieved has not been able to resolve a grievance within the club informally, the request should be made in writing which may be by email to the Welfare Officer(s). 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 and the circumstances which warrant the involvement of the Welfare Officers. Copies of relevant papers in support of the grievance should be included with the letter/email. If the Welfare Officer(s) are a cause of the grievance, the Secretary will identify an appropriate member person to consider the grievance.

3.2. The Lead Welfare Officer or appointed Investigating Officer considering the grievance 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 Lead Welfare Officer or Investigating Officer 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.

3.3. The Lead Welfare Officer or appointed Investigating Officer will appoint a panel of up to 3 appropriate Board members to join the Welfare Officers to consider the grievance.

3.4. In *exceptional* circumstances, it may also be necessary for the Lead Welfare Officer or Investigating Officer to carry out further investigation into the Aggrieved grievance by meeting with the Respondent and any relevant witnesses to any of the matters complained of. If this is necessary, the Lead Welfare Officer or Investigating Officer may forward any witness statements and/or relevant papers to the Aggrieved.

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

3.6. Following the meeting, the Aggrieved will be informed by the Lead Welfare Officer or Investigating Officer considering the grievance in writing of the decision under Stage One of the Grievance Procedure. This will normally be issued to the Aggrieved within one week of the close of the grievance meeting. The letter will generally summarise:

3.6.1. the nature of the grievance;

3.6.2. the investigation that was conducted;

3.6.3. the decision;

3.6.4. the reason for the decision;

3.6.5. any recommendations for change in practices as a result of the decision; and

3.6.6. a copy of meeting records and any formal minutes taken.

3.7. There may be situations where, with mutual agreement, it would 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 might 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 active in athletics in the region not directly connected with the grievance. The panel considering the grievance may recommend the use of a facilitator with the agreement of the Aggrieved.

3.8. A copy of the paperwork referred to in 3.7 will also be provided to the Respondent. Any dissenting comments in connection with the decision will be recorded.

## **4.1. Step 2 - Raising Grievance Issues Formally with Scottish Athletics**

3.2.1. Every attempt will be made to resolve grievances within the club using the informal and formal grievance procedures. However, an Aggrieved who is not satisfied with the outcome of the grievance meeting held under the procedures in clause 3 above may then raise a grievance with Scottish Athletics. The Aggrieved will be required to refer to the current procedures on the Scottish Athletics website on how to raise a grievance with Scottish Athletics.

## **5. Keeping Records**

5.1. ASAC will keep confidential records for up to six years of:

5.1.1. Nature of grievance

5.1.2. Copy of written statement of grievance

5.1.3. Copy of ASAC's response

5.1.4. Action taken

5.1.5. Reasons for action

5.1.6. Any business relating to an appeal

5.1.7. Further developments