



# HARINGEY AQUATICS

## Policies and Procedures: Staff Grievance Procedure

It is the club's policy to encourage a culture of trust and respect in which employees can raise grievances openly and have them resolved as quickly and fairly as possible.

The grievance procedure allows you to raise concerns, problems or complaints relating to your work, working conditions or workplace relationships.

### Dealing with grievances informally

If you have a grievance or complaint about your work or someone you work with you should start by speaking with an appropriate person (for example, Head Coach, Secretary of the Club or Chair) wherever possible. You may be able to agree a solution informally between you.

### Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing. You should set out the background and, where appropriate, your preferred remedy and send this to the Club Secretary withing 10 working days. Keep to the facts and avoid language that is insulting or abusive.

If your grievance is against the Club Secretary and you feel unable to approach them, you should raise it with another member of the Club's Executive Committee.

### Grievance hearing

On receiving the grievance, the Club Secretary will respond to you, usually within 5 working days, to invite you to a meeting to discuss the grievance. The meeting will normally be chaired by a member of the club's Committee but should it be more appropriate, another member of the club, a Swim England official or committee member from another club may be asked to take on the role of chair.

A note taker will also be present at the meeting.

You must take all reasonable steps to attend the meeting and have the right to be accompanied by a colleague, friend or trade union representative.



After the meeting, the Chair of the meeting will give you a decision in writing, usually within 72 hours. If the Chair needs more information before making a decision, they will inform you of this and the timescale.

## **Appeal**

If you are unhappy with the decision on your grievance and believe you have reasonable grounds, you can raise an appeal. You should notify the Club Secretary within 5 working days of receiving the written outcome.

You will be invited to an appeal meeting, normally within 5 working days.

You must take all reasonable steps to attend this meeting and have the right to be accompanied by a colleague, friend or trade union representative at the appeal meeting.

Where possible, a member of the committee or club, or an official from another club who has not previously been involved in the case will chair the appeal meeting. A note taker will also be present at the meeting.

After the meeting the Chair of the meeting will give you a decision, usually within 5 working days. The decision of the Chair of the appeal meeting is final.