



## **Modernian Swimming Club**

(Affiliated to the ASA East Region and Bedfordshire County ASA)

# **Grievance Procedure of Modernian Swimming Club**

## **Introduction**

This grievance procedure is intended for use by any employee / member 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 club. The grievance procedure enables employees / members to raise issues with the management about their work or about the actions of their employers, the membership or colleagues that affect them. The club is committed to ensuring that grievances are dealt with as quickly and as fairly as possible and that any proceedings are kept confidential.

Employees / 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 or member must formally raise the grievance.

## **Informal Procedure**

Where possible, grievances and complaints should be dealt with informally by discussing the matter with the employee's / member's immediate superior, namely 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 / member should go to the next most senior person. In this situation it is advisable for both the employee / member and the superior to keep a written note of the informal meeting.

## **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 / member is still in the club's employment. It will also apply in most cases where the employee / member is no longer in the club's employment or where exemptions apply.

### **Step 1 - Written Statement**

The employee / member must set down in writing the nature of the alleged grievance and send the written complaint to Club Chairperson.

### **Step 2 - Meeting**

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

### **Step 3**

The employee / member shall receive formal notification of the decision. If not acceptable the complainant may pursue the grievance through the ASA.