



THE SPENCER CLUB

GRIEVANCE PROCEDURE FOR MEMBERS

1. INTRODUCTION

- 1.1 This procedure is intended to provide a means of resolving grievances relating to issues between the Spencer Club and its Members (which for the purpose of this Procedure includes Adult and Junior Members of the individual sport sections). It is expected for the most part that any such grievance will be able to be dealt with by a Member's individual sport section, but in the event that the grievance relates to a matter involving the Spencer Club, this procedure will be adopted.
- 1.2 A Member who is also a Volunteer of the Spencer Club may alternatively raise a grievance under the Grievance Procedure for Volunteers, depending on the circumstances of the grievance. However, for clarity and certainty for all parties, the same grievance cannot be raised under both Procedures.

2. SUMMARY

- 2.1 What is a Grievance?
 - 2.1.1 A grievance relates to a concern, problem or complaint from a person who is a Member of the Spencer Club about another person who is a Volunteer, Coach, Member, Officer or Employee of the Spencer Club, or about the organisation of the Club more generally.
- 2.2 Methods of dealing with Grievances
 - 2.2.1 There are two procedures for dealing with grievances, informal and formal. As a general rule, the informal approach should be used in the first instance, and if it is not possible to resolve the matter informally, the formal procedure should be used.
 - 2.2.2 At all stages of the procedure, meetings may be held by video conference, or otherwise remotely, provided all parties agree to this, or if the circumstances require.

2.2.3 In the case of a grievance raised by a Junior Member, the procedure may be interrupted at any stage, and if appropriate adjourned to a later date, if it is considered that reference should be made to the relevant statutory agency.

2.2.4 Any allegation of abuse of a Junior Member against another person who is a Volunteer, Coach, Member, Officer or Employee of the Spencer Club should be dealt with outside this Grievance Procedure, and be brought to the immediate attention of the Club Welfare Officer. In the case where an allegation is made against the Club Welfare Officer, the complainant should raise the allegation with the Club Chairman or take action himself or herself, in accordance with the Club's Safeguarding Children and Young People Policy.

3. PROCEDURES

3.1 Informal Procedure.

3.1.1 A Member, or in the case of a Junior Member his or her parent or legal guardian, should aim to settle most grievances informally by talking with the Chairperson of their sport section. This has advantages for all parties and encourages problems to be settled quickly by reasoned discussion. In the case of a Junior Member, the Chairperson will consult with the Welfare Officer of the Member's sport section, to ensure welfare and safeguarding are fully and properly considered, including whether reference should be made to the relevant statutory agency.

3.1.2 If a Member has a grievance with the Chairperson of their individual sport section, or a Club Officer, the formal procedure should be used.

3.1.3 If it is not possible to resolve the matter after raising it informally, the formal procedure should be used.

3.2 Formal Procedure.

3.2.1 If it is not possible to resolve a grievance informally, this procedure aims to ensure that any grievance is settled fairly, consistently, and speedily.

3.2.2 A Member, or in the case of a Junior Member his or her parent or legal guardian, should raise the matter formally in writing and without unreasonable delay, with the Club Chairman, or if the grievance relates to the Club Chairman with the Club Secretary.

3.2.3 A grievance must normally be raised within 10 working days of the incident to which it relates, unless there is good reason for not doing so.

3.2.4 Upon receipt of the written formal grievance, the person with whom the grievance has been raised should constitute a Grievance Committee including 2 other members of the Club Management Committee not from the Member's sport section and not related to the grievance. The Grievance Committee should arrange to meet with the Member, and/or in the case of a Junior Member his or her parent or legal guardian, as soon as possible, normally within 10 working days after receipt of the grievance, to allow the Member the

opportunity to explain the grievance and how they think it should be resolved. In the case of a Junior Member, the meeting will be attended by the Welfare Officer of the Member's sport section or if not available another Welfare Officer, in an advisory capacity, to ensure that welfare and safeguarding are fully and properly considered, including whether reference should be made to the relevant statutory agency, but the Welfare Officer will not form part of the Grievance Committee.

3.2.5 The Member will be advised about their right to be accompanied at the meeting by a 'companion' who should either be another member, e.g. of their individual sport section, or a friend, but must not be anyone who may prejudice the case or have a conflict of interest. Where the Member is a Junior Member, this 'companion' must be a parent or guardian of the Junior Member, and the Junior Member and his or her parent or guardian, as appropriate, will be advised of this in advance any meeting. The 'companion' may confer with the Member and provide advice, but they cannot answer questions on their behalf, other than in the case of a Junior Member where his or her parent or legal guardian may do so. The 'companion' may be the same or different at any Appeal Meeting.

3.2.6 The meeting may be adjourned to a later date, normally no later than a further 15 working days, if it is deemed necessary to investigate the case to establish any facts or take advice. The meeting should be reconvened as soon as practically possible after the investigation is completed, or advice obtained.

3.2.7 A note will be taken of the meeting, to ensure that decisions taken, and actions are understood and agreed by both parties as a true reflection of the meeting.

3.2.8 The decision of the Grievance Committee will preferably be a unanimous decision, but if unanimity cannot be achieved the matter will be decided on a simple majority of the Grievance Committee.

3.2.9 After the conclusion of the meeting, usually within 5 working days, the Member will be advised of the decision in writing, including what action, if any, will be taken. Where the grievance is not upheld, the reason(s) will be explained to the Member, together with details of their right of appeal, which is the last stage in the Grievance Procedure.

4. APPEALS

- 4.1 If the Member disagrees with the outcome of the formal grievance procedure decision, the Member should submit a written appeal to the Club Chairman or, if the initial grievance related to the Club Chairman, to the Club Secretary. Any appeal should be filed within 10 working days of communication to the Member of the formal grievance procedure decision.
- 4.2 Upon receipt of the written appeal, an Appeal Meeting will normally be arranged before an Appeal Panel, normally within 15 working days of receipt of the appeal. The Appeal Panel will normally comprise 3 members of the Club Management Committee, who were not involved in the initial formal grievance procedure under appeal, and who have no conflict of interest relating to the grievance in question. Alternatively, depending on the circumstances and on approval by the Management Committee, the Appeal Panel may comprise one or more members of the Club that are not on the Management Committee, provided that the Appeal Panel comprises members from different sections of the Club, in the interests of cross-sectional representation. In the case of a Junior Member, the Appeal Meeting will also be attended by a Welfare Officer who was not involved in the first instance grievance procedure. Said Welfare Officer will be present in an advisory capacity, to ensure that welfare and safeguarding are fully and properly considered, including whether reference should be made to the relevant statutory agency, but the Welfare Officer will not form part of the Appeal Panel.
- 4.3 If the Appeal Panel and the Member agree, the appeal may be decided on the basis of written evidence, without an Appeal Meeting. In this case, the reasoned decision of the Appeal Panel will be issued within 15 working days of the agreement between Appeal Panel and the Member.
- 4.4 The Member has the right to be accompanied at the Appeal Meeting by a 'companion' as defined in 3.2.5.
- 4.5 A note will be taken of the meeting, to ensure that decisions taken and actions are understood and agreed by both parties as a true reflection of the meeting.
- 4.6 The Appeal Meeting may be adjourned to a later date, normally no later than a further 15 working days, if it is deemed necessary to investigate the case to establish any facts or to take advice. The meeting should be reconvened as soon as practically possible after the investigation is completed, or advice obtained.
- 4.7 The decision of the Appeal Panel will preferably be a unanimous decision, but if unanimity cannot be achieved the matter will be decided on a simple majority of the Appeal Panel.
- 4.8 After the conclusion of the Appeal Meeting, and normally within 5 working days thereafter, the Appeal Panel will issue its reasoned decision in writing. The decision of the Appeal Panel will be final.

5. CONFIDENTIALITY & KEEPING OF RECORDS

- 5.1 All matters relating to the grievance procedure will be kept confidential between the parties, excepting where the parties need to take advice.

5.2 Records will be kept of the outcome of the grievance, and any appeal, in accordance with Data Protection legislation.