



# THE SPENCER CLUB

## GRIEVANCE PROCEDURE FOR VOLUNTEERS

### 1. INTRODUCTION

- 1.1 The Spencer Club, including the individual sport sections of the Spencer Club, relies on volunteers for its successful operation. This Procedure is intended to provide a means of resolving grievances relating to issues between the Spencer Club and its volunteers (which include for the purpose of this Procedure volunteers of the Spencer Club and of the individual sport sections). It is expected for the most part that any such grievance will be able to be dealt with by the individual sport section for whom the Volunteer carries out his or her volunteering duties, but in the event that the grievance relates to a matter involving the Spencer Club, this procedure will be adopted.
- 1.2 A Volunteer who is also a Member of the Spencer Club may alternatively raise a grievance under The Grievance Procedure for Members, 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 volunteer for the Spencer Club about another person who is a Volunteer, Coach, Member, Club 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.

### 3. PROCEDURES

#### 3.1 Informal Procedure

3.1.1 A Volunteer should aim to settle most grievances informally by talking with their direct report, who may be the Volunteer Coordinator or the Chairperson of an individual sport section, or by talking with the Club Chairman in the case of a grievance by or about a Club Officer or a Member of the Club Management Committee or about the organisation of the Club more generally. This has advantages for all parties and encourages problems to be settled quickly by reasoned discussion.

3.1.2 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 Volunteer should raise the matter formally in writing and without unreasonable delay, and normally with the Club Chairman, setting out in writing the facts and nature of their grievance. However, if the grievance relates to the Club Chairman, it should be raised 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 Club Chairman or, in the alternative the Club Secretary, should constitute a Grievance Committee including two other members of the Club Management Committee not from the Volunteer's sport section and not related to the grievance. The Grievance Committee should arrange to meet with the Volunteer as soon as possible, normally within 10 working days after receipt of the grievance, to allow the Volunteer the opportunity to explain the grievance and how they think it should be resolved.

3.2.5 The Volunteer will be advised about their right to be accompanied at the meeting by a 'companion' who should either be another volunteer, 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. The 'companion' may confer with the Volunteer and provide advice, but they cannot answer questions on their behalf. The 'companion' may be the same or different at any Appeal Meeting.

3.2.6 The meeting may be adjourned to a later date, no later than a further 15 working days, if it is deemed necessary for the Grievance Committee 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.

3.2.7 A note will be taken of the meeting, to ensure that decisions taken, and any 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 Volunteer 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 Volunteer, together with details of their right of appeal, which is the last stage in the Grievance Procedure.

## 4. APPEALS

4.1 If the Volunteer disagrees with the outcome of the formal grievance procedure decision, the Volunteer 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 Volunteer of the formal grievance procedure decision.

4.2 Upon receipt of the written appeal, an Appeal Meeting will be normally 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 and/or one or more volunteers of the Club that are not on the Management Committee, provided the Appeal Panel comprises members from different sections of the Club, in the interests of cross-sectional representation.

4.3 If the Appeal Panel and the Volunteer 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 Volunteer 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.