



East Fife F.C.

Grievance Policy  
& Procedures

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## **EAST FIFE F. C.**

### **GRIEVANCE POLICY AND PROCEDURE FOR STAFF/VOLUNTEERS**

#### **Purpose**

East Fife F.C. supports the principle of equal opportunities in employment and as a volunteer within the club and opposes all forms of discrimination which are identified within the clubs Anti Discrimination Policy.

From time to time staff/volunteers will have concerns relating to their role and responsibilities. These concerns should be resolved through the normal channel supervisor, co-ordinator relationship, but where this is not possible concerns may develop into a grievance which will require being resolved through a more formal process.

Unresolved grievances may lead to deterioration in performance standards and, in turn, this may adversely affect the quality of services provided. It is important, therefore for all concerned that grievances are dealt with as quickly and effectively as possible.

#### **GUIDING PRINCIPLES**

- Staff/Volunteers have a responsibility to raise concerns informally before implementing the grievance procedure.
- Where it is not possible to resolve the matter informally, staff/volunteers have the right to raise a grievance and will suffer no detriment or victimisation as a result.
- Grievances will be resolved as closely as possible to where they arise.
- Staff/Volunteers have the right to be represented by someone of their choice at any stage of the procedure.
- Grievances will be dealt with as quickly as possible, but at the latest within the time limits agreed.

- All grievances will be treated seriously and investigated thoroughly, yet with the utmost sensitivity and a balance must be observed between the need to preserve confidentiality and the need for informed discussion.

### **GRIEVANCES INVOLVING MORE THAN ONE MEMBER OF STAFF/VOLUNTEER**

Grievances can be raised by a single member of staff/volunteer or by several members acting together. Where there are several members involved, attendance at grievance hearings will normally be restricted to no more than three members of the group.

### **TIME LIMITS**

The time limits referred to can be extended by agreement of both the supervisor and coordinator and the member of staff/volunteer, particularly to allow for a fuller in-depth investigation where the grievance is of a complex nature. However, the member of staff/volunteer should be provided with an initial response within the specified time limit, the member of staff/volunteer may proceed to the next stage of the procedure.

In the event of the member of staff/volunteer not completing the next stage of the Grievance Form within the specified time limit, it will be taken that the grievance has been resolved or withdrawn.

For the purpose of this procedure a working day means any Monday – Friday except public holidays.

### **RESTARTING THE PROCEDURE**

Where a grievance has been resolved satisfactorily there should be no requirement to resort to the grievance procedure again on the same matter unless, in exceptional circumstances, the same problem is encountered.

Where a grievance has been raised and either not processed within the time limits by the club, or not resolved to the satisfaction of the member of staff/volunteer, even at the

completion of all the stages of the procedure, the member of staff/volunteer cannot restart the grievance procedure in relation to the same incident.

## PROCEDURE

### **HEARINGS**

Grievances are usually best resolved through direct dialogue between the member of staff/volunteer and the relevant person responsible. The grievance hearings should be as informal as possible with the member of staff/volunteer and any representative given the opportunity to detail the matter in full.

If the grievance is with another member of staff/volunteer, it may be appropriate for that member of staff/volunteer to be present as well and given the opportunity of putting forward his/her views.

### **STAGE 1**

The member of staff/volunteer should specify the nature of the grievance on the Grievance Form and hand it to the person responsible who will hold a hearing within three working days.

The person responsible should give a verbal response at the conclusion of the hearing if possible and in any case a written response will be given on the Grievance Form with a copy to the individual within three working days.

The member of staff/volunteer may request that the first stage grievance be heard by someone other than their immediate supervisor. This would be appropriate, for example, where the grievance is about the member of staff/volunteers immediate supervisor. In this case the member of staff/volunteer should raise the grievance with the co-ordinator who will arrange for a member of the Board to hear the grievance. In this situation the member of the Board hearing the grievance should give the member of staff/volunteer's supervisor the opportunity of responding to the grievance at the hearing.

## **STAGE 2**

If the member of staff/volunteer is not satisfied with response at Stage 1, he/she should indicate the reasons on the Grievance Form and hand it to a member of the Board within five working days of the receipt of the form that will hold a hearing within five working days.

The Supervisor should give a verbal response at the conclusion of the hearing, if possible, and a written response will be given on the Grievance Form within three working days.

A written note of the hearing should also be taken with copies given to the member of staff/volunteer. The member of the Board should consider any request for amendment to the note and either incorporate them or, if disagreeing with the amendments, append them to the notes.

## **STAGE 3**

If the member of staff/volunteer is not satisfied with the response at Stage 2, he/she should indicate the reasons on the Grievance Form and hand it to a member of the Board within five working days of the receipt of the form. The member of the Board will arrange for a hearing to be held within five working days. The member of the Board will normally attend the hearing.

The member of the Board, or, Board representative should be given a verbal response at the conclusion of the hearing, and a written response will be given on the Grievance Form within three working days. A written note of the hearing should also be taken with copies given to the member of staff/volunteer. The member of the Board should consider any request for amendment to the note and either incorporate them or, if disagreeing with the amendments, append them to the note.

**STAGE 4**

If the member of staff/volunteer is not satisfied with the response at Stage 3, he/she should indicate the reasons on the Grievance Form and send it to the Chairman of the Board within five working days of receipt of the form. A meeting of the Board of management will be convened at the earliest date upon which all parties are available and no later than twenty working days from the receipt of the form.

The Grievance Procedure ends at stage Four.

## GRIEVANCE FORM

### Staff/Volunteer Details

Name
Role description

### Stage 1

Staff/volunteer: Give details of the grievance and the action considered necessary to resolve it, then pass this form to your supervisor

Signed----- Date----/----/-----

**Supervisor:** meet with the member of staff/volunteer within 3 working days to discuss their grievance

Name of Supervisor----- Date----/----/-----  
Present

Outcome

Signed----- Date----/----/-----

*(Copy to member of staff/volunteer within 3 working days of the meeting)*



**Stage 2** – to be completed if you (the member of staff/volunteer) are not satisfied at stage 1

**Member of staff/volunteer:** Outline why you are not satisfied with the outcome at stage 1 and pass this form to your co-ordinator or other nominated senior person within 5 working days of the stage 1 response

Signed-----

Date----/----/-----

Co-ordinator/Member of the Board: meet with the member of staff/volunteer within 5 working days to discuss the grievance

Name of Co-ordinator-----

Date----/----/-----

Outcome

Signed-----

Date----/----/-----

*(copy to the member of staff/volunteer within 3 working days of the meeting)*

**Stage 3**—to be completed if you (*the member of staff/volunteer*) are not satisfied at stage 2

Staff/volunteer: outline why you are not satisfied with the outcome at stage 2 and pass this form to a member of the Board within 5 working days of the stage 2 response.	
Signed-----	Date----/----/-----
Member of the Board: meet with the staff/volunteer within 5 working days to discuss their complaint/grievance	
Board member-----	Date of meeting-----/-----/-----
Present	
Outcome	
Signed-----	
Date----/----/-----	
<i>(copy to staff/volunteer within 3 working days)</i>	

**Stage 4-** to be completed if you (staff/volunteer) are not satisfied at stage 3

Staff/volunteer: outline why you are not satisfied at stage 3 and pass this form, within 5 working days of the stage 3 response, to the Secretary to the Board who will arrange a meeting with the Board of management	
Signed-----	Date----/----/-----
Signed-----	Date----/----/-----

*This form should be used with reference to the grievance procedure*