

## Grievance Procedure for Norwich Road Runners' Members - October 2016

### 1.0 Introduction

- 1.1 This procedure details the steps that will be undertaken by the club in the event of a grievance proceedings being brought against a member of the club. This procedure is based upon the 'Grievance Procedure for Affiliated Members' procedure, as published by England Athletics.
- 1.2 A grievance is defined by England Athletics as "an issue, complaint, dispute, concern or problem, which does not involve alleged serious misconduct.
- 1.3 For the purposes of this procedure, the Norwich Road Runners will use the above definition.
- 1.4 If the issue is determined to be one of serious misconduct, this will be handled separately through the club's Disciplinary Procedure.
- 1.5 It is impossible to provide a comprehensive list of all the issues that might give rise to a grievance, but some of the more common include: breaches of health and safety; breaches of the code of conduct, breaches of policies, practices and procedures, and equal opportunities.
- 1.6 The Norwich Road Runners committee recognises the importance of dealing with grievances, disputes and complaints seriously, fairly and quickly.
- 1.7 Any person that raises a grievance will:
  - 1.7.1 Be given a fair hearing concerning any grievances they may have;
  - 1.7.2 Have the right to be accompanied by a supporter when raising a grievance;
- 1.8 All parties to a grievance should cooperate constructively to resolve matters by informal methods where appropriate. It is hoped that grievances can be resolved amicably, thereby maintaining, and where necessary, restoring good relations within the club.
- 1.9 The process for a grievance should take no longer than 28 (twenty eight) working days from receipt of the grievance. However, this may be extended depending on the nature of the grievance.

### 2.0 Jurisdiction

- 2.1 It is the responsibility of the Norwich Road Runners Committee to agree and implement the grievance procedure.

- 2.2 The grievance procedure only applies to members of the club (all membership types). The committee does not have any jurisdiction over visitors or members from other clubs.
- 2.3 Any person can raise a grievance – they do not have to be members of the club (i.e. they can be from other clubs, the general public, spectators at races);
- 2.4 The committee may, where they feel it is appropriate, ask a neutral member of the club (who is not a committee member) to undertake the grievance process on their behalf. In this instance, the club chairman and/or club secretary will make a recommendation to the main committee – who must agree on this by vote. In the event of an evenly split vote, the club chairman will have the deciding vote.
- 2.5 If the grievance relates to the Norwich Road Runners' committee (collectively), and an agreed course of action within the club cannot be agreed, then the matter will be referred to England Athletics for investigation. The committee may consider asking a neutral member of another local running club to investigate the grievance – in this instance the club will bear any costs associated with their time and/or travel.

### **3.0 Raising Grievance Issues Formally**

#### *3.1 Stage One*

- 3.1.1 A member with a grievance must state their grievance formally in writing, to either the club chairman or the club secretary, within 14 (fourteen) days of the grievance occurring. This must be done through written letter or email (unless it is resolved informally) for this procedure to be applied.
- 3.1.2 The club chairman or club secretary will write to the member acknowledging receipt of their grievance. This will be done within 7 (seven) working days from delivery/receipt of the letter. They will also write to the member to whom the grievance involves, informing them that a grievance has been made and that it will be investigated by an Investigating Officer from the committee.
- 3.1.3 The club chairman and club secretary will consider the grievance, and nominate an investigating officer to investigate this. Usually this is either the club chairman or club secretary, or a member of the committee.
- 3.1.4 The investigating officer will then arrange to meet both the member raising the grievance, and the member to which the grievance involves, to interview them regarding the grievance. A non-verbatim transcript of the interview may be produced.
- 3.1.5 If either party declines an interview, they may provide a written statement to the Investigating Officer.
- 3.1.6 Should the Investigating Officer find reason to do so, they may interview other witnesses to whom the disciplinary concerns.
- 3.1.7 Members to whom the grievance relates are not required to participate in any investigations. The Investigating Officer will need to take this into account.

- 3.1.8 The interview process should take no longer than 14 (fourteen) working days to be conducted. However the club chairman and/or club secretary can extend this depending on the nature of the grievance.
- 3.1.9 Following the conclusion of the investigation, a meeting of all involved parties will be called – the club chairman, club secretary, investigating officer, the member(s) lodging the grievance, and the member(s) to whom the grievance relates.
- 3.1.10 The Investigating Officer will present the case to the meeting and provide their case. The Investigating Officer will provide this in written documentation. Both the member bringing the grievance, and the member to whom the grievance relates, may be questioned by the club chairman and club secretary, as well as make any statements to the meeting.
- 3.1.11 Following presentation of the case, the club chairman and club secretary will consider the evidence and statements from the involved parties, and agree upon a course of action. This can either be:
- 3.1.11.1 No further action taken;
  - 3.1.11.2 Verbal Warning;
  - 3.1.11.3 First Written Warning;
  - 3.1.11.4 Second Written Warning;
  - 3.1.11.5 Final Written Warning;
  - 3.1.11.6 Dismissal from the club and termination of membership (for a period of time, or permanently).
- 3.1.12 Following the meeting, both parties will be written to by the club chairman and/or club secretary. This will be within 7 (seven) working days of the close of the grievance meeting. The letter will generally summarise:
- 3.1.12.1 The nature of the grievance;
  - 3.1.12.2 The investigation that was conducted;
  - 3.1.12.3 The decision;
  - 3.1.12.4 The reason for the decision;
  - 3.1.12.5 Any outcome for a change in practices as a result of the decision;
  - 3.1.12.6 A copy of meeting records and any formal minutes taking.
- 3.1.13 If the course of action results in membership suspension or termination, the club chairman and/or club secretary will inform the Membership Secretary for action.

## 3.2 Stage Two

- 3.2.1 Any party, which is not satisfied with the outcome of the grievance meeting held under Stage One, may appeal.
- 3.2.2 In this instance, the party should raise the grievance with England Athletics. Please refer to <http://www.englandathletics.org/clubs--community/club->

[management/welfare---it-is-everyones-responsibility/disciplinary-decisions/policies-and-procedures](#) for further information.

3.2.3 All parties will then relinquish control of the grievance to England Athletics, and cooperate fully as required in their investigations.

#### **4.0 Keeping Records**

4.1 The Norwich Road Runners will keep confidential records for up to 6 (six) years of:

- 4.1.1 The nature of the grievance;
- 4.1.2 Copy of written statement of grievance
- 4.1.3 Copy of the Norwich Road Runners' response;
- 4.1.4 Action Taken;
- 4.1.5 Reasons for action;
- 4.1.6 Any business relating to an appeal;
- 4.1.7 Further developments.