



West Suffolk Wheelers

Cycling and Triathlon Club

Grievance Procedure

Introduction

The aim of this Grievance Procedure is to settle grievances or complaints fairly and it is intended to operate simply and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably.

If club member has a problem with any other member every effort should be made to sort out the issue between the parties. If this is not possible, the next step should be to refer to a club committee member who may then be able to mediate an informal solution to the matter.

If the problem is serious or remains unresolved or the member wishes to raise the matter formally, then the member should use the formal grievance procedure.

In the case of a grievance being taken out as a counter-grievance, or in response to the start of disciplinary action, it may be appropriate to deal with both issues at the same time. If appropriate, the disciplinary procedure may be temporarily suspended in order to deal with the grievance.

The Procedure

1. Raise the grievance in writing

The member should raise a grievance with the Club Chair or Secretary without unreasonable delay, normally within one month of the incident (or final incident) which gives rise to the complaint.

If the grievance is against the Chair or Secretary, the matter can be raised with another member of the club committee.

The member must detail in writing the specific circumstance or circumstances which constitute the grievance, with dates, times, witnesses, etc. as applicable. Members should stick to the facts and avoid insulting or abusive language.

2. Invitation to a Grievance Meeting

The Chair/Committee member will invite the member to attend a meeting, without unavoidable delay to discuss the matter.

The member is entitled to be accompanied by a third party at the meeting.

3. Grievance Meeting

Where possible a note-taker, who must be uninvolved in the case, will take down a record of the proceedings.

The Chair/Committee member will introduce the meeting, read out the grounds of the member's grievance, ask the member if they are correct and require the member to provide clarification regarding details of the grievance if unclear.

The member will be given the opportunity to put forward her/his case and say how they would like to see it resolved. The member may call witnesses and refer to any documents previously provided.

The meeting may be adjourned if it is considered necessary to undertake further investigation. Any necessary investigations will be carried out to establish the facts of the case. The meeting will be reconvened as soon as possible.

Having considered the grievance, a decision regarding the case will be provided in writing to the member. If appropriate, the decision will set out what action the club intends to take to resolve the grievance or if the grievance is not upheld, will explain the reasons.

4. Appeal

If still unresolved, the member may refer the matter, in writing, to the club Chairperson. If the Chair has already been involved in an earlier stage of the procedure, the matter will be referred to the Vice-Chair.

Arrangements for the appeal meeting will be made by the Chair (or the Vice-Chair if appropriate) who will ensure that a note-taker is present if possible. The appeal meeting should be held without unavoidable delay. Where possible, at least three members of the Committee will constitute an Appeal Panel. The members hearing the appeal should, if at all possible, have had no direct involvement in the case.

The member is entitled to be accompanied by a third party at the appeal.

The meeting may be adjourned by the Appeal Panel or person hearing the appeal, if it is considered necessary to undertake further investigation. The meeting will be reconvened as soon as possible.

The decision of the Appeal Panel or person hearing the appeal shall be final.