

Grievance Policy and Procedure

Policy Statement

At Sport Structures we believe that everyone should receive the same treatment and respect. There may be occasions when you have problems or concerns. This may be about:

- An employee's work.
- Working conditions.
- Relationships with colleagues.

This policy and procedure provide a framework and outline how employees can raise any grievances in a safe and supportive environment. We are committed to attempting to resolve issues. We encourage employees to bring concerns to their line manager. We recognise that by working together managers, employees and trade union representatives can work towards resolving issues at an early stage. This removes the need for invoking formal procedures. This is achievable by having:

- Open and constructive working relationships.
- A genuine desire by all to resolve issues.

Not all attempts to resolve issues will be successful. In this case, employees may need to raise a grievance under this procedure.

Purpose

A grievance should be concerned with:

- How the employee believes they have been treated by the organisation or managers acting on its behalf.
- Colleagues.
- An aspect of the employee's work.

Issues and concerns that may cause grievances include concerns regarding:

- The allocation of work.
- Working environment or conditions.
- The opportunities for development.
- The way the employee feels they have been treated.

We expect employees to act as role models for the organisation. They should proactively challenge behaviour that may affect employee health and well-being.

As appropriate we will investigate complaints of misconduct on the part of another employee. We will deal with this under the disciplinary procedure.

If employees have complaints about any disciplinary action taken against them, we will deal with this as an appeal under the disciplinary procedure. Grievances may occur at all levels. This procedure applies to everyone.

Step 1: Informal resolution

If you have any grievance relating to your employment, you should set out in writing details of:

- What the grievance is
- The basis for it
- Dates and times of relevant events
- Names of any witnesses

You should then hand or send this, or a copy of it, to HR Manager. You will be invited to attend a grievance hearing with the HR Manager. We will keep a record of the conversation, the issues raised, and actions taken to resolve the matter.

Step 2: Formal Grievance Procedure

Employees must raise a grievance within three months of the incident. This is unless exceptional circumstances apply. We may not consider a grievance raised outside of this timescale.

Through the formal procedure, employees have the right to be accompanied by:

- A trade union representative.
- A work colleague.
- An official employed by a trade union.

Where there are grounds for a reasonable adjustment for a disabled employee to be made for an alternative companion. They should discuss this with the Directors. In all cases, they must tell the Directors who their chosen companion is at least 24 hours before the meeting.

The companion may address the meeting. They can:

- Present and sum up the grievance.
- Respond on the employee's behalf to any views expressed at the meeting.
- Confer with the employee.

The companion does not have the right to:

- Answer questions on the employee's behalf.
- Address the meeting if the employee does not wish it.
- Prevent us from questioning the employee.

The grievance procedure should not be used where specific appeal provisions exist. For example:

- In respect of disciplinary.

- Flexible retirement or working.
- Job evaluation.

The concerned employee will be invited to a grievance hearing by the Directors.

The meeting will not take place unless:

- you have informed Sport Structures of the basis for the grievance when you made the statement under Step 1; and
- the Director has had a reasonable opportunity to consider his or her response to that information.

The employee must take all reasonable steps to attend the meeting.

After the meeting, the director will notify you of his or her decision as to the response to your grievance and of your right to appeal against the decision if you are not satisfied with it. This will be notified or confirmed to you in writing.

Step 3: Appeal

If the decision of the Director following the Formal Grievance is not satisfactory to you, you may appeal by informing a second Director (if any) or the Director in writing of your wish to appeal.

The Director will invite you to attend a further meeting to discuss your grievance.

The Director who heard the formal grievance may be required to attend.

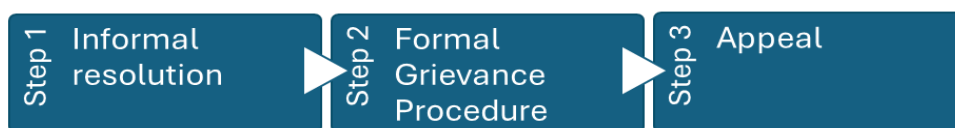
They will describe the investigations, considerations made and the reasons for the decisions they reached.

The appeal meeting is not intended to re-hear the entire grievance or raise any new issues.

The Director will consider the grounds the employee has put forward for the appeal. They will discuss the resolution the employee seeks and assess whether or not the conclusion reached in the original grievance hearing was appropriate.

The decision of the appeal will be confirmed in writing.

This decision is final and marks the end of the grievance procedure.



Mediation

Mediation can be considered at any stage of this procedure. This is dependent on the nature of the grievance.

We may recommend it as a means of finding a resolution.

Mediation involves the appointment of a third-party mediator. They will discuss the issues raised by the grievance and seek to facilitate a resolution. We will only use mediation where all parties involved in the grievance agree. If mediation fails, employees retain the right to proceed through the grievance procedure.

Delays

If an employee cannot attend the hearing (e.g., because of illness), they will be offered a reasonable alternative date and time.

The employee can also suggest a different time for the hearing if the person accompanying them is not available to attend. This must be done within 5 days of the originally proposed hearing. Decisions can be taken without conducting a hearing if:

- The hearing has been rearranged but the employee still fails to attend.
- The employee is on long-term sick leave and unable to attend hearings in the near future (they can supply written information instead if they wish so).

Harassment and bullying

Sport Structures is committed to creating a work environment free of harassment and bullying, where everyone is treated with dignity and respect.

We recognise the harmful effects of harassment and bullying.

We will not tolerate harassment and bullying of any kind. We will investigate allegations of harassment. If appropriate, we will take disciplinary action.

Employees may use this grievance policy to raise an issue concerning harassment or bullying.

Alternatively, employees may raise issues in confidence with an HR (Human Resources) Manager via [email](#) or [phone](#).

We will not tolerate victimisation of a person for making allegations of bullying or harassment. Victimisation is a disciplinary offence. These provisions apply to the workplace during working hours and at other work-related activities, which may be outside of working hours:

- Training courses
- Conferences
- Social functions