

# **The Sulgrave Club**

## **Grievance Policy and Procedure**

### **Purpose**

This policy is written with the intention of addressing any problems, complaints or concerns an employee may have with their employer, the Sulgrave Club.

We encourage all employees, wherever possible, to address their grievances informally by discussing their concerns with their line manager in the first instance. We hope this will encourage employees to find solutions without having to escalate their concerns to a formal level.

### **Formal Grievance**

If the matter is not resolved informally or you feel it is a matter too serious to be resolved informally, you may set out the grievance in writing to your manager. When doing so, information written should stick to the facts and avoid insulting or abusive language.

If your grievance is against your manager and you feel unable to approach them regarding the matter, you may contact another manager or a member of the Management Committee as appropriate.

### **Grievance Hearing**

Your manager will call you to a meeting regarding your grievance within five working days of receiving your grievance in writing. During this meeting you shall have the right to be accompanied by a work colleague or a trade union representative if you so wish.

Following the meeting your manager will inform you in writing of a decision regarding your grievance within 24 hours.

### **Appeal**

Should you be unhappy with the outcome of the grievance procedure, you should let your manager know in the first instance. Following this you will be invited to an appeal meeting within five working days of the appeal request being received.

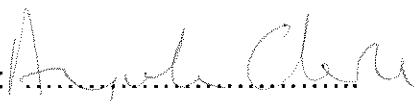
Your appeal will be heard by a more senior manager or a member of the Management Committee. You shall still have the right to be accompanied by a work colleague or a trade union representative if you so wish.

After the meeting you will receive a decision in writing from the senior manager or member of the Management Committee, normally within 24 hours. This decision will be final.

### Consultation and Commitment to Review


The Sulgrave Club is committed to the review and updating of its policies and procedures through consulting with its employees, volunteers and young people. Employees and volunteers will be consulted on changes to policies through staff meetings and young people through the Sulgrave Youth Forum.

The employees' and volunteers' representative is Nick Sazeides.

Signature: 

Position: Chairman

Date: 27 March 2023

Signature: 

Position: Club Manager

Date: 27 March 2023

Review date: *March 2024.*