



Grievance Policy

This policy applies to all members of South Cheshire Harriers Running Club, regardless of length of membership.

It is our policy to ensure that all members have access to a procedure to help deal with any concerns relating to their membership fairly and without unreasonable delay.

This policy does not form part of the terms & conditions of membership and may be amended at any time. Any significant changes to this policy will be clearly communicated to members in a timely fashion.

If you have difficulty at any stage of the grievance procedure due to a disability or because English is not your first language, you should discuss the situation with our Diversity & Inclusion team as soon as possible by emailing: welfare@southcheshireharriers.org.uk.

Version 1.1

Date of issue: 28th January 2021



1. Using this policy

1.1 This policy relates to individual grievances (or complaints) and those concerning two or more club members (also known as collective grievances).

1.2. Issues that could cause grievances include:

- 1.2.1. terms and conditions of membership;
- 1.2.2. health and safety, including safeguarding issues
- 1.2.3. member relations or disputes;
- 1.2.4. member conduct;
- 1.2.5. new membership practices;
- 1.2.6. club environment; and
- 1.2.7. changes within the club organisation.

1.3. This policy should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any formal action, you should submit an appeal under the disciplinary policy.

2. Confidentiality

2.1. Our aim is to deal with grievances sensitively and with due respect for the privacy of any individuals involved. All members must treat any information communicated to them in connection with an investigation or grievance process as confidential, this includes refraining from making references on social media.

2.2. You, and anyone accompanying you (including witnesses), must not make electronic recordings of any meetings or hearings conducted under this procedure. We will make a written record of all meetings conducted under this policy and make copies available to you.

2.3. You will normally be told the names of any witnesses whose evidence is relevant to the grievance proceedings, unless we believe that a witness's identity should remain confidential.

2.4. Written grievances will be stored by the committee along with a record of any decisions taken and any notes or other documents compiled during the grievance process.



2.5. Any complaints of serious misconduct regarding the behaviour of members or officers will be reported to and dealt with by England Athletics (EA) in accordance with its disciplinary procedures

3. Data Protection

3.1. We will process any personal data collected during this process in accordance with the Club's Privacy Notice.

3.2. Inappropriate access or disclosure of member data constitutes a data breach and should be reported immediately by emailing: welfare@southcheshireharriers.org.uk. It may also constitute a disciplinary offence, which will be dealt with under our disciplinary procedure.

4. Raising Grievances Informally

4.1 Most grievances (or complaints) can be resolved quickly and informally through discussion with our Welfare Officers. If you feel unable to speak to your Welfare Officer, for example, because the complaint concerns them, then you should speak informally to the Diversity & Inclusion Officer (if your complaint is in regard to the D&I Officer then you should speak informally to the Chairperson). If this does not resolve the issue, you should follow the formal procedure below.

5. Formal Written Grievances

5.1. If your grievance cannot be resolved informally you should put it in writing and submit it to the Welfare Officer using the following email address: welfare@southcheshireharriers.org.uk indicating that it is a formal grievance.

5.2. The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, names of individuals involved and the outcome you are seeking. In some situations, we may ask you to provide further information.

5.3. Following receipt of your grievance we will write to you, without unreasonable delay, to arrange a grievance meeting, this meeting will where possible take place within 14 days of receipt. As a minimum we will acknowledge receipt of your grievance within two calendar



weeks and agree timescales for ongoing communication. If you are unhappy with the level of communication relating to your grievance you should in the first instance contact the Welfare Officer who is handling the grievance.

5.4. If a number of members wish to raise a grievance about a matter affecting them all (a collective grievance) then the grievance letter should clearly identify all members who are involved. This is to allow effective investigation of the concerns, complaints or problems. The letter should also identify no more than two of those individuals who we shall liaise with regarding the grievance.

5.5. The nominated member(s) will be invited to discuss the collective grievance further, as per the usual process. Following each stage all participating members will be notified individually of the outcome.

6. Investigations

6.1. It will usually be necessary for us to carry out an investigation into your grievance. The extent of any investigation will depend on the nature of the concerns and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents.

6.2. If you are involved in a grievance, whether you have raised the complaint or are a witness to any activity connected to it, you must cooperate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews.

6.3. We may initiate an investigation before holding a grievance meeting where we consider this appropriate. In other cases, we may hold a grievance meeting before deciding what investigation (if any) to carry out. In those cases, we will hold a further grievance meeting with you after our investigation and before we reach a decision.

7. Right to Be Accompanied

7.1. You may bring a club member of your choice to any grievance hearing or appeal hearing under this procedure. Where possible, you should tell us who your chosen companion is ahead of the meeting. We will not unreasonably refuse representation at any investigatory stages of the grievance process so long as this does not result in undue prejudice or delay.



7.2. At the meeting, your companion may address the hearing to put and sum up your case, ask questions and respond on your behalf to any views expressed at the meeting. Your companion should not answer questions that are directed to you. You may talk privately with them at any time during the meeting by requesting an adjournment.

7.3. Should you opt to be accompanied by another member it is voluntary and members are under no obligation to attend.

7.4. If your chosen companion is unavailable at the time a meeting is scheduled and will not be available for more than 14 calendar days afterwards, we may ask you to choose someone else.

7.5. If your proposed companion has any involvement in the matters being investigated you will be required to choose another.

8. Grievance Meetings

8.1. You and your companion (if any) should make every effort to attend grievance meetings. If you or your companion cannot attend at the time specified, you should inform us immediately and we will try, within reason, to agree an alternative time.

8.2. The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved.

8.3. After an initial grievance meeting we may carry out further investigations and hold further grievance meetings as we consider appropriate. Such meetings will be arranged without unreasonable delay.

8.4. If your grievance relates to any changes or proposed changes to your membership, club practices or environment, the grievance manager will consider at an early stage whether such changes should be postponed pending the outcome of the grievance process. In making such assessment the grievance manager will consider the impact on you as an individual and the reasonable needs of the club.

8.5. Following the final grievance meeting we will write to you, without unreasonable delay, to inform you of the outcome of your grievance and any further action that we intend to take to resolve the grievance. Further action is dependent on the nature of the grievance; this may include a recommendation that mediation takes place where appropriate. Where appropriate we may hold a meeting to give you this information in person.



9. Appeals

9.1. If the grievance has not been resolved to your satisfaction you may appeal in writing as directed in the letter informing you of the outcome of your grievance, stating your full grounds of appeal, within 7 calendar days of the date when you were informed of the decision.

9.2. Following receipt of your written appeal we will write to you, without unreasonable delay, to arrange an appeal meeting. This will be dealt with by a more senior committee member who has not previously been involved in the case. You have a right to bring a companion to the meeting (see paragraph 7).

9.3. We will confirm our final decision in writing, without unreasonable delay. Where appropriate we may hold a meeting to give you this information in person. Decisions made at this stage are final and this completes the grievance procedure.

9.4 If the grievance has still not been resolved to your satisfaction, due to the actions of the committee member managing the process and cannot be resolved by agreement, then any parties to the grievance must first try in good faith to settle via mediation before resorting to litigation.