

Grievance Policy For Employees and Volunteers

Southwold SC aims to provide a positive working environment for all its employees and volunteers. However anybody may at some point have a problem, concern or complaint that they would like addressed.

The grievance Policy aims to provide a way in which problems or concerns can be dealt with quickly and fairly and be resolved with minimum disruption to individuals involved in the process.

The Club is committed to ensuring that employees and volunteers can raise their concerns without fear of reprisal. The club encourages employees and volunteers to try and resolve their problems and concerns informally. However the club recognises that this is not always possible.

Definition:

A grievance is a concern, problem or complaint held by an individual about their work, working conditions or relationships with other employees or volunteers. Or an action the club has taken or is contemplating in relation to them.

Grievances include --

- Terms of employment;
- Health and safety;
- Work relations;
- Working environment.

Clubs Responsibility:

It is the executive committee's responsibility to ensure that all employees and volunteers are aware of this policy and know how to resolve problems or concerns should they arise.

Procedure:

Grievances can be raised in various ways for example verbally, by email or letter to a member of the Clubs Executive Committee.

The details of the grievance will be considered and any appropriate enquiries made. The Committee will try to resolve the grievance informally and the employee or volunteer will be informed in writing of the outcome of any investigation and the way in which the grievance has been solved.

Records:

Records are treated confidentially and kept by the Club Secretary.

Records should include;

- The nature of the grievance;
- Minutes of any formal meetings;
- The outcome of the grievance;
- Actions taken.