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## **GRIEVANCE PROCEDURE for Club and County Volunteers.**

### **1. Introduction**

1.1 This procedure is intended to provide a means of resolving grievances relating to issues between club and county volunteers within badminton.

### **2. Summary**

2.1 What is a Grievance?

2.1.1 A grievance relates to a concern, problem or complaint from one person within the voluntary badminton network about another, this may occur at club or county level and may involve people within the same club or county or from opposing clubs or counties.

2.2 Methods of Dealing with Grievances

2.2.1 There are 2 methods of dealing with grievances, informally and formally. As a general rule the informal approach should be used in the first instance

### **3. Principles**

#### **3.1 Informal procedures**

3.1.1 Volunteers should aim to settle most grievances informally by talking with their direct report<sup>1</sup>, within their badminton association. If at club or county level this may be a coach talking to a head coach, or a member talking to the club or county chair. Many problems can be raised and settled during the course of everyday working relationships and reasoned discussion.

3.1.2 If it is not possible to resolve the matter after raising it informally the formal procedure should be used.

#### **3.2 Formal Procedures**

3.2.1 If it is not possible to resolve a grievance informally volunteers should raise the matter formally and without unreasonable delay with their direct report setting out in writing the facts and nature of their grievance. If the grievance is about their direct report they should raise the matter with the next level up<sup>2</sup>.

3.2.2 Upon receipt of the written formal grievance the direct report (or their direct report) should arrange to meet with the complainant as soon as possible, ideally within 10 working days

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<sup>1</sup> A direct report is a person that a badminton volunteer may report to in their respective association. For an officer in a club or county situation this may be their club or county chair if the grievance is not about them.

<sup>2</sup> If the complainant has a grievance with the person that they would normally report into then the matter should be taken up with the next level up. For further guidance on this it may be appropriate for the aggrieved person to speak to the County or BE Disciplinary Officer who may be able to advise on an appropriate local contact.

after receipt, to allow them the opportunity to explain their grievance and how they think it should be resolved

- 3.2.3 The meeting may be adjourned if it is deemed necessary to investigate the case to further establish any facts, in such cases it may be necessary to inform and involve other volunteers, coaches, team managers etc as part of the investigation process
- 3.2.4 The meeting should be reconvened as soon as practically possible after the investigation is completed. The direct line report will advise the volunteer what action they will be taking, if any, and will confirm their decision in writing without unreasonable delay. Where the grievance is not upheld the reason(s) will be explained to the volunteer together with details of their right of appeal which is the last stage in the Grievance Procedure

### **Appeal**

- 3.2.5 If the volunteer disagrees with the direct line report (or their report) decision they should submit a written appeal to the next person in the line of authority, or if this has been exhausted the club or county disciplinary officer will nominate an independent person (ie club chair or county chair) not previously involved in the case.
- 3.2.6 Upon receipt of the written appeal the direct line report will organise an appeal meeting, normally within 10 working days of receipt. An appeal meeting may be adjourned to allow for further investigation, and reconvened as soon as practically possible where the direct report will explain their decision which will be confirmed in writing. The decision of the person hearing the appeal will be final.

### **3.3 Meetings**

- 3.3.1 Volunteers have the right to be accompanied at any formal meetings, including appeal meetings, by a 'companion' who should either be a badminton colleague or friend. Companions should not be anyone who may prejudice the case or have a conflict of interests.
- 3.3.2 The role of the companion at formal meetings is to:
  - address the hearing
  - put forward the volunteers case and sum up
  - confer with the volunteer and provide advice but they cannot answer questions on their behalf
- 3.3.3 Both volunteers and companions should make every effort to attend scheduled meetings. If the companion is unavailable to attend any formal meetings, including appeal meetings, the meeting will be postponed up to 5 working days from the original meeting date.
- 3.3.4 It is good practice to appoint someone as an independent note taker, this will ensure that decisions and actions are agreed by both parties as a true reflection of the meeting.