



# Lancashire FA | Grievance Policy

## 37. GRIEVANCE PROCEDURE

### OBJECTIVES

In the great majority of cases, complaints are best dealt with satisfactorily through informal discussions between an employee and their Line Manager and it is in an employee's interests to talk to their Line Manager about any aspects of work or working relationship that concerns them. However, where issues cannot be resolved in this way, Lancashire FA has a formal procedure for grievances or complaints. The aim of the grievance procedure is to ensure that such issues are dealt with fairly and speedily before they develop into major problems or disputes. The procedure is designed to maintain good relations within the Association and employees are encouraged to make use of it should any problem arise that they are unable to resolve satisfactorily with their Line Manager

### RIGHT TO BE ACCOMPANIED

An employee has the right to be accompanied at all meetings held as part of Lancashire FA's formal grievance procedure. They may nominate a single companion who is either:

- A colleague from within the workplace; or
- A full-time official employed by a trade or a lay trade union official suitably certified by the union as having experience or training in accompanying employees at formal hearings of this nature.

The employee may choose an official from any trade union whether or not the union is recognised by Lancashire FA.

Nominated colleagues or trade union officials are free to choose whether to accede to an employee's request to act as a companion and no pressure should be brought to bear on an individual to do so.

Lancashire FA will provide reasonable paid time off for the nominated companion to attend hearings, consult with the employee and to become familiar with the details of their case.

The role of the companion is to support the employee at the hearing. The companion has a statutory right to ask questions and to participate but not to answer questions on the employee's behalf. Reasonable time will be allowed for the employee and their companion to confer privately during the course of the hearing.

### USING THE GRIEVANCE PROCEDURE

Using the grievance procedure will not prejudice an employee's future employment prospects in any way. Records or written evidence of matters raised under the procedure will not be retained on their personal file after the problem has been resolved.

There is a separate procedure for appeals against action taken under the disciplinary procedure.

There are three stages to the formal grievance procedure and these are as follows:

#### Stage 1: Raising the Grievance

Where the grievance or complaint cannot be resolved informally, an employee should put their grievance in writing, to their Line Manager. Where the complaint involves their Line Manager, the issue should be raised with the CEO or a Board Member.



## **Stage 2: Hearing**

Once the Line Manager has had time to consider the complaint, the employee will be invited to attend a hearing in order to discuss it. The employee will be told of their statutory right to be accompanied as outlined in this procedure. The employee is obliged to make every effort to attend the hearing. Everything reasonably possible will be done to solve the problem fairly at this stage through open and honest discussion at the hearing.

The employee's Line Manager will respond to their grievance within five working days of the hearing taking place. If it is not possible to respond within this time, the employee will be given a written explanation for the delay and told when a response can be expected.

## **Stage 3: The Appeal**

If the situation is not resolved to the employee's satisfaction at stage two, they may appeal against the decision. They should raise the matter in writing with the person named in their individual statement of main terms of employment.

This person will arrange to hear the appeal, whenever possible, within five working days and the employee will be reminded of their statutory right to be accompanied at the appeal hearing.

Following the appeal hearing, the employee will be advised of the final decision in writing within ten working days of the hearing. If it is not possible to respond within this time, the employee should be given a written explanation for the delay and told when a response can be expected.

The grievance procedure is exhausted at the end of this stage.

### **Records**

Records will be kept by Lancashire FA detailing the nature of the grievances raised and their response including any action taken and the reasons. All such records will be strictly confidential. If an employee has raised a grievance, due process as detailed above will be followed and they will be provided with information specific to the investigation in the grievance outcome letter.