



Grievance Procedure

Leicestershire & Rutland County Football Association Ltd

- 1.1 We aim to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.
- 1.2 This procedure applies to all Board members regardless of length of service, but not volunteers, workers or self-employed contractors. Staff will have a separate process as outlined in the staff handbook.

Using this procedure

- 1.3 If you have difficulty at any stage of the Grievance Procedure because of a disability or because English is not your first language, you should discuss the situation with the Chair of the Board as soon as possible.
- 1.4 This Grievance Procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the appropriate procedure.
- 1.5 We have a separate Anti-harassment and Bullying Policy that may be useful if you have been the victim of bullying or harassment or wish to report an incident of bullying or harassment involving other people.
- 1.6 We operate a separate Whistleblowing Policy to enable employees to report illegal activities, wrongdoing or malpractice. However, where you are directly affected by the matter in question, or where you feel you have been victimised for an act of whistleblowing, you may raise the matter under this Grievance Procedure.
- 1.7 Written grievances will be placed on your personnel file along with a record of any decisions taken and any notes or other documents compiled during the grievance process.

Raising grievances informally

- 1.8 Most grievances can be resolved quickly and informally through discussion with the Chair of the Board. If you feel unable to speak to the Chair, for example, because the complaint concerns him or her, then you should speak informally to the Senior Independent. If this does not resolve the issue, you should follow the formal procedure below.

Formal written grievances

- 1.9 If your grievance cannot be resolved informally you should put it in writing and submit it to the Chair of the Board, indicating that it is a formal grievance. If the grievance concerns the Chair of the Board, you may submit it instead to the Senior Independent.
- 1.10 The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. In some situations, we may need to ask you to provide further information.

Investigations

- 1.11 In some cases, it may be necessary for us to carry out an investigation into your grievance. The amount of any investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents. The investigation may be carried out by the Chair of the Board or someone else appointed by them.
- 1.12 You must co-operate 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, as part of our investigation.
- 1.13 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.

Right to be accompanied

- 1.14 You may bring a companion to any grievance meeting or appeal meeting under this procedure. The companion may be a fellow board member. You must tell the person holding the grievance meeting who your chosen companion is, in good time before the meeting.

- 1.15 At the meeting, your companion may make representations to us and ask questions, but should not answer questions on your behalf. You may confer privately with your companion at any time during the meeting.
- 1.16 if your companion is unavailable at the time a meeting is scheduled and will not be available for more than five working days afterwards, we may ask you to choose somebody else.

Grievance meetings

- 1.17 We will arrange a grievance meeting, normally within one week of receiving your written grievance.
- 1.18 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.
- 1.19 The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us to reach a decision based on the available evidence and the representations you have made.
- 1.20 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.
- 1.21 We will write to you, usually within one week of the final grievance meeting, to inform you of the outcome of your grievance and any further action that we intend to take to resolve the grievance. We will also remind you of your right of appeal. Where appropriate we may hold a meeting to give you this information in person.

Appeals

- 1.22 If the grievance has not been resolved to your satisfaction you may appeal in writing stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you. Details of the person to whom you should address your appeal will be set out in the original outcome letter.
- 1.23 We will hold an appeal meeting, normally within one week of receiving your written appeal. This will be dealt with impartially, usually by a member of the Board of Directors who has not been involved so far. You have a right to bring a companion to the meeting (see above).
- 1.24 We will confirm our final decision in writing, usually within one week of the appeal hearing. This is the end of the procedure and there is no further appeal.