

The Wallingford Sports Trust

Policies and procedures

23. Grievance procedure

Dealing with grievances informally.

If an employee has a grievance or complaint to do with their work or the people they work with, they should, wherever possible, start by talking it over with the Sports Park Manager. It may be possible to agree a solution informally.

Formal grievance

If the matter is serious and/or the employee wishes to raise the matter formally, they should set out the grievance in writing to the Sports Park Manager. They should set out the nature of the grievance.

Where their grievance is against the Sports Park Manager and the employee feels unable to approach him or her, they should talk to the Trust Chairman or Vice Chairman.

Grievance hearing

The Sports Park Manager will call the employee to a meeting, normally within five days, to discuss the grievance. The employee has the right to be accompanied by a colleague or other individual of their choice.

After the meeting the Sports Park Manager will tell the employee in writing and within 24 hours, what action the employer intends to take to resolve the grievance.

Appeal

If the employee feels that their grievance has not been satisfactorily resolved they can appeal by letting the Sports Park Manager know in writing as soon as possible.

The employee will be invited to an appeal meeting, normally within five days, and their appeal will be heard by the Chairman or Vice-Chairman of the Trust. The employee has the right to be accompanied by a colleague or other individual of their choice.

After the meeting the Chairman or Vice Chairman will give a decision, which will be communicated in writing, normally within 24 hours. This decision is final.

Overlapping grievance and disciplinary cases.

Where an employee raises a grievance during a disciplinary process, the disciplinary process will be temporarily suspended in order to deal with the grievance.