

## **The Brunswick Club for Young People Grievance Policy & Procedure for Employees / Volunteers**

### **1. Introduction**

The purpose of this policy is to help resolve any problem that an employee or volunteer of The Brunswick Club for Young People may have that cannot be resolved in consultation with the Club Manager. Any grievance will be settled fairly, simply and quickly.

An employee / volunteer may have a grievance that is affecting their well being or ability to do their job effectively. A grievance may be caused by, amongst other things, harassment, intimidation, incompetent colleagues, a dangerous working environment, a lack of resources to do their job, too great a workload, violence or bullying.

The Brunswick Club will look upon all grievance claims and alleged grievance claims seriously and will take all reasonable steps to ensure that there is no unnecessary delay in the implementation of the grievance procedure.

The Brunswick Club abides by a number of guiding principles:

- Employees / volunteers will be given a fair hearing at all times.
- Employees / volunteers will have the right to be accompanied by a work colleague or trade union representative of their choice at all meetings.

### **2. Grievance Procedure**

#### **Stage 1 – Informal**

1. If appropriate to do so, employees / volunteers should first discuss their grievance with the person concerned.

#### **Stage 2 – Formal Grievance**

2. If this does not resolve the matter, employees / volunteers should ideally refer their grievance to the Club Manager. If for whatever reason, this is not possible, they may refer it to the Chair of the Management Committee. Grievance should be set out in writing.
3. Grievances will be referred to a meeting of the Management Committee (or an appropriately delegated sub-committee). Employees / volunteers will be entitled to attend and address the meeting, either themselves or through / with a representative. Following the meeting a decision will be given in writing and employees / volunteers will be notified that they have the right to appeal against the decision to the Chair of the Management Committee.

### **Appeals**

Employees / volunteers will be entitled to appeal against the decision if they are unsatisfied with it. If they do wish to appeal, they must inform the Chair of the Management Committee in writing within five days, setting out the grounds of appeal.

A meeting of the Management Committee will be held at which the appeal will be considered. After the appeal meeting employees / volunteers will be informed in writing of the Management Committee's final decision.

### **Consultation and Commitment to Review**

The Brunswick Club is committed to the review and updating of its policies and procedures through consulting with its employees, volunteers and children and young people. Employees and volunteers will be consulted on changes to policies through staff meetings and children and young people through youth meetings.

The employees' and volunteers' representative is Danny Volino.

This policy was reviewed by the Management Committee on 17<sup>th</sup> June 2019.

This policy will be reviewed by the Management Committee in June 2020.