

## GRIEVANCE PROCEDURE

### Scope

The Cambridge United FC Grievance procedure is intended to be used as a tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard initially by such person as the Club identifies as the person dealing with grievances, and then if necessary by the management. The aggrieved employee has the right to representation by a work colleague.

Cambridge United Football Club is committed to promoting equality of opportunity for all staff. We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

Our **Mental Health & Wellbeing Policy** provides further information regarding support for employees during this process.

Cambridge United FC will ensure that this process complies with its Equality & Diversity principles to ensure that all applicants are treated solely based on their abilities and potential, regardless of race, colour, nationality, ethnic origin, religious or political belief or affiliation, age, gender, gender identity, gender reassignment, marital and civil partnership status, sexual orientation, disability, socio-economic background, or any other inappropriate distinction.

### GENERAL PRINCIPLES

- There are a number of issues that can cause grievances at work and these may include working conditions, application or non-application of policies and procedures, environment, relationships with management or colleagues, duties and responsibilities, or work volume. Grievances may relate to discrimination, harassment, bullying or victimisation. The aim of this procedure is to enable any employee to their grievance heard and to seek redress as appropriate. The intention is that grievances should be settled quickly and fairly and should be first dealt with as close to the source as possible.
- Where the grievance relates to a matter covered by another procedure then the matter will be dealt with in accordance with the relevant procedure. This grievance procedure may not be used to complain about dismissal or disciplinary action. An employee who is dissatisfied with any formal warning should submit an appeal under the appropriate procedure.
- Where an employee raises a grievance during any existing process or procedure that process may be temporarily suspended in order to deal with the grievance. However, where the grievance and the existing process are related, it may be appropriate to deal with both issues concurrently. Management will have discretion to decide which option is appropriate, in all circumstances.
- The procedure applies to all employees, full and part-time, permanent and temporary employees.
- This procedure does not form part of any employee's contract of employment and it may be amended at any time.
- Those responsible for dealing with employees' grievances will treat them seriously and attempt to resolve them promptly and in a timely manner. There should be no attempt to block an employee's wish to raise the grievance at a higher level.
- Employees should recognise that an investigation may be necessary which may delay the process beyond normal time limits.
- At any stage of the procedure the Senior Manager may refer to an Adviser external to the Club for guidance to bring about a resolution of the grievance acceptable to both sides outside the formal procedure. Such conciliation is without prejudice to the position of both parties in the procedure.
- The Senior Manager may wish to take advice from the HR Manager before considering a grievance.

### **STAGE 1 - INFORMAL**

Most grievances can be resolved quickly and informally through discussion. If an employee feels unable to speak to the person causing the grievance, then the employee should speak informally to their immediate Line Manager. If this does not resolve the issue, the employee should follow the formal procedure below.

If the employee's grievance is against the Line Manager personally, the grievance may be referred directly to Stage 2.

### **STAGE 2 - FORMAL**

If the employee is not satisfied their concerns have been addressed informally, the employee should submit the grievance in writing, indicating that it is a formal grievance, to their Line Manager/Senior Manager. The Employee should state the grounds of their grievance and the remedy that is being sought.

The Senior Manager will normally meet the employee to hear the grievance and reply as soon as possible, normally within 5 working days, even if it is only an interim reply pending further investigation. The Senior Manager may be accompanied by another employee, or the HR Manager.

An employee may bring a Companion, workplace colleague, to any formal grievance meeting or appeal meeting under this Stage 2. An employee must tell the person holding the meeting who their chosen Companion is, in good time before the meeting.

At any grievance meeting or appeal meeting, an employee's Companion may make representations and ask questions, but should not answer questions on the employee's behalf.

If an employee's chosen Companion is unavailable at the time a meeting is scheduled and will not be available for more than five working days afterwards, the employee will normally be required to find an alternative Companion.

It may be necessary to carry out an investigation into the grievance. The amount of any investigation required will depend on the nature of the complaints and will vary from case to case. It may involve interviewing and taking statements from the employee, any witnesses, and/or reviewing relevant documents.

The employee must co-operate fully and promptly in any investigation. This may include informing those handling the investigation of the names of any relevant witnesses, disclosing any relevant documents and attending interviews.

An investigation may be started before a grievance meeting is held where this is considered appropriate. In other cases, a grievance meeting may be held before deciding what investigation (if any) to carry out. If appropriate and/or necessary, in those cases a further grievance meeting may be held with the employee after the investigation and before a decision is reached.

The Senior Manager will write to the employee, following the grievance meeting, to inform the employee of the outcome of the grievance and any further action that will be taken to resolve it.

If the employee raising the grievance is not satisfied with the outcome, then the employee may appeal in accordance with Stage 3 below.

### **STAGE 3 - APPEAL**

If the grievance has not been resolved to the employee's satisfaction they may appeal in writing, to the CEO, setting out the grounds of their appeal, within 5 working days of receiving the written confirmation of the original decision. The employee must detail how they consider the grievance procedure has not been correctly applied, and/or how the outcome was not reasonable or proportionate.

The appeal will normally be heard as soon as possible after receipt of the appeal letter, by an Appeal Committee of one or more people, convened by the CEO.

The Appeal Committee may have an HR Adviser attend the meeting who may also be involved in its private deliberations but whom will be involved in an advisory capacity only. The HR Adviser, who should not have had any previous involvement in dealing with the grievance, shall not have a vote in the decision of the Appeal Committee.

The Appeal Committee will confirm its final decision in writing, as soon as reasonably possible after the appeal meeting. This is the end of the procedure and there is no further right of appeal

### Version Updates

#### Date

<b>Date of Policy Development</b>	June 2015
<b>Reviewed</b>	June 2016
<b>Reviewed</b>	May 2017
<b>Reviewed &amp; Updated</b>	August 2021