



Walbrook Teddington

ROWING CLUB

Grievance Policy

The officer receiving a complaint should consider carefully the most appropriate method of dealing with that complaint. This might be through informal discussions with the parties concerned, or through a more formal hearing.

It is important that there is clarity about the procedure to be followed whatever course of action is proposed and that all parties are made aware of the procedures and process that will be put in place. These procedures recommend that informal discussion is tried, if appropriate, before a formal hearing procedure is implemented.

Resolving informally

- A suitably qualified person who has not previously been involved in the dispute, in agreement with the complainant should be approached to try and resolve the issue, to clarify any misunderstandings or help identify the issues in dispute before a hearing is convened.
- The independent person should advise the terms of the procedure, for example who may attend and the conduct of the meeting.
- The outcome of this stage is not binding but may be referred to in any subsequent hearing or appeal as may any failure or refusal to participate in such proceedings.

Hearing

- If the complainant is not satisfied with the outcome of informal discussions (or such a stage is not deemed to be appropriate) he must set out in writing his grievance and request for a hearing and send to the Club Secretary within a reasonable timescale. This may vary depending on the issue at hand but should not, where possible, exceed three months.
- The hearings panel will consist of the Club Chairman, Club Secretary, Club Welfare Officer and another Committee Member. If deemed necessary a fourth member will attend who has relevant 'expert' knowledge. All panel members must be independent of the dispute. If any of the above are named as being part of the dispute then another Committee member shall be substituted for him/her
- The complainant should signify his agreement to the constituted panel.
- The panel must give a fair and independent hearing to both sides of the dispute within an appropriate and agreed timescale.
- The complainant has the right to be accompanied.
- Discussions should be well recorded.
- If either party chooses not to attend the hearing, the panel, if properly constituted, has the right to proceed with the hearing based on written submissions.
- The outcome, and sufficient reason to explain the outcome, of the hearing must be communicated to both parties within 14 days.

- The panel should be aware of the possible outcomes of the hearing in line with the constitution
- If the outcome of the hearing is unacceptable to either body they have the right to appeal.

Appeal procedure

- If either party wishes to appeal against the outcome of the hearing they should set out the grounds on which they wish to appeal in writing. This letter should be sent to the Club Chairman within 14 days of the outcome of the initial hearing being known. An appeal should be granted where there is a “strong arguable case” that either:-
 - relevant information was ignored or not considered by the original panel; or
 - the disciplinary process was tainted by unreasonable bias or conflict of interests; or
 - the provisions of the disciplinary procedure were not adhered to; or
 - the original panel exceeded its jurisdiction; or
 - the findings of the original panel were irrational or otherwise exhibited an error of general law

The Committee will appoint an independent appeal panel to consider the appeal, none of whom have had any prior involvement in the matter. This will consist of members of the Club Committee or other senior Club Members at the agreement of all parties.

One Club Member will be named as the Chairman of the Appeals Panel and he/she will convene a hearing of the appeals panel in a timely manner and, in consultation with the other panel members, will decide the conduct of the proceedings, if appropriate he/she may request written submissions and the appeals panel may or may not require the parties to be attend.

The appellant has the right to be accompanied at an appeals hearing.

Discussions should be well recorded.

The outcome and sufficient reason to explain the outcome of the appeal panel will be communicated to both parties within 14 days of the appeal panel hearing.

The outcome of the appeal will be final.

Incorporated into the Constitution November 2013