

## **Grievance Procedure**

Every Employee has the right to apply for redress of a grievance which he/she has relating to his/her employment. To this end the following procedure must be adopted:

1. The grievance will be discussed in the first instance with a Manager and failing satisfaction, the matter will be referred to the Executive Director or to the Chairman.
2. The matter should be discussed at the first level within 48 hours of the occurrence, and the total procedure should be exhausted within the maximum period of 21 working days.
3. Any appropriate representative from within the club may be called in to help resolve the grievance or dispute by either a manager or member of staff at any time after the initial discussion.
4. During the period in which the grievance is under consideration the "status quo" will apply.
5. The procedure for grievance will mirror that of the Disciplinary Process in terms of appeals.
6. A Grievance Form is attached to this policy.
7. A summary flow chart is attached to this policy.