

# AYR UNITED FOOTBALL ACADEMY



**POLICY  
FOR  
VERSION**

**GRIEVANCE POLICY  
VOLUNTEERS AND STAFF  
1.5**

Created  
Passed by Board of Management  
Reviewed date  
Review date

January 2007  
August 2007  
October 2009  
March 2011

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## **1. Policy Statement**

Ayr United Football Academy recognises that individual concerns can have a negative impact on the working environment for individuals and others around them.

This policy has been introduced to outline the procedure to be followed when employees or volunteers (including players) raise a concern related to their involvement with the Academy.

The responsibility for applying this policy and making decisions lies with the relevant Line Manager, in the case of an employee, and the Head Coach in the case of a volunteer (including players). Where the concern relates to the Head Coach the responsibility lies with the Board of Management and their nominated representative. Such a representative shall be appointed by the Board at a Board meeting or, where immediate action may be required a nominated person as agreed by the Chair.

The Board recognises its role in providing effective communication of the policy to all employees and volunteers (including players). Guidance and support will be provided from the Board, Welfare Officer and the Child Protection Officer as appropriate to help ensure the Policy is applied fairly and consistently.

There is later in the document examples of good practice for officials/players and parents/guardians, including the FIFA code and the Academy's own code. This policy is designed to cover breaches of the Academy code by employees/volunteers (including players) however it is expected that the culture of the Academy is one where the good examples shown by employees and volunteers would transfer to players and supporters.

## **2. Scope**

This policy applies to all those directly involved in the running of teams associated with Ayr United Football Academy. However where there are employees of a partner agency involved in the Academy and they have line management responsibility for that employee, their policies and procedures shall hold sway.

In circumstances where allegations are made against an individual employed by a third party, this should be reported to the third party Organisation via The Board of Management.

## **3. Definitions**

A Grievance is a concern, problem or complaint raised by an employee or volunteer (including players) during the course of their involvement with Ayr United Football Academy. Most issues can be raised as a grievance however people are directed towards the following policies as they stand for issues relating directly to them: -

- Child and Vulnerable person's policy
- Anti-racism policy
- Anti-discrimination policy
- Equal opportunities policy
- Bullying policy
- Codes of conduct

## **4. Informal Procedure**

Where possible issues raised by volunteers (including players) or employees should be resolved through effective communication with the policy as outlined above

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### ***Mediation***

Where there is a problem with a working relationship it may be appropriate to arrange for an independent person to meet with both parties to try and resolve the problem. This can be arranged through a Board member or the Welfare Officer

### **5. Formal Procedure**

Where the informal process has not resolved an issue, or where the aggrieved volunteer (including players) or employee wishes to follow a more formal process the grievance should be submitted in writing to the Board of Management. The Board of Management will appoint a suitable Board Member to hear the grievance within as short a timescale as is reasonable at a formal hearing.

### **6. Hearing**

All parties impacted by the content of the grievance will receive an opportunity to speak at any convened meeting to hear the complaint/grievance. Anyone attending the hearing who has been complained against will have the right to be accompanied by a colleague or a representative of a Trade Union.

They will also receive a copy of this policy and any other documentation which relates to the grievance.

The Board member will hear all of the evidence relating to the grievance, before adjourning the meeting in order to consider the information more carefully. The adjournment will last a minimum of 20 minutes, however, in more complicated cases the meeting may be adjourned until a different date before communicating the outcome.

### **7. The Decision**

Where possible the outcome of the hearing should be advised verbally following the adjournment. The employee will receive written confirmation of the outcome within 5 working days of the hearing. The confirmation letter will be sent by the Board member and will contain information on the appeal procedure.

### **8. Appeal**

The employee or volunteer (including players) will have the right to appeal against the decision taken and should forward their appeal, in writing, to the Chair of the Board of Management within 5 working days of the date of issue of the letter stating the outcome of the hearing. The appeal letter should contain reasons why the employee/volunteer (including players) thinks the decision is unfair or any additional information which may affect the outcome.

The Board of Management will then appoint an appropriate alternate member of the Board of Management to hear the case as soon as is practically possible. The hearing will take the same format and the decision will be delivered in the same manner as the original hearing. The decision will be confirmed in writing within 5 working days and should be regarded as final.