

AYR UNITED FOOTBALL ACADEMY



**POLICY
FOR
VERSION**

**Grievance Policy
VOLUNTEERS AND STAFF
1.10**

Created
Passed by Board of Management
Reviewed date
Review date

January 2007
August 2007
October 2023
June 2024

UPDATES

Date: 13th March 2014
Report to: Board of Ayr United Football Academy
Author: Donald Stewart
Purpose: To agree annual review of policy
Agreement: No changes
Rationale: There have been no significant changes to Grievance Policy procedures or advice nationally

Date: June 2017
Report to: Board of Ayr United Football Academy
Report from: Donald C Stewart
Purpose: Annual Review
Recommendation:
1 Change from Child Protection Officer to Safeguarding Officer.
2 Change from FIFA Code of Conduct to SFA Code of Conduct
3 Insertion under the section Appeal - "In all cases, where the incident falls within a season all attempts shall be made to exhaust the entire process within that season. Only in exceptional circumstances shall the process be allowed to straddle more than one football season. For the avoidance of doubt that season begins when Pro Youth football starts and ends when it ends."
Rationale:
1 Reflects change of title
2 Reflects new SFA directive
3 Recent examples of a disciplinary breach has an appeal still outstanding which under our current policy means that it could remain so indefinitely. In fairness to all involved it is suggested we close this loophole for further grievance cases.

Date: September 2019
Report to: Board of Ayr United Football Academy
Report from: Donald C Stewart
Purpose: Annual Review
Recommendation: EIA and DPIA now included as examples of good practice.
New DPIA safeguard inserted "A record of all this shall be held within a secure cabinet within the offices of AUFA."
Rationale: No national changes relevant to the policy and no request from Academy personnel

Date: August 2021
Report to: Board of Ayr United Football Academy
Report from: Donald C Stewart
Purpose: Annual Review
Recommendation: No changes
Rationale: No national changes relevant to the policy and no request from Academy personnel

Date: October 2023
Report to: Board of Ayr United Football Academy
Report from: Donald C Stewart
Purpose: Annual Review
Recommendation: No changes
Rationale: No national changes relevant to the policy and no request from Academy personnel

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 Safeguarding 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 SFA 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

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.

In all cases, where the incident falls within a season all attempts shall be made to exhaust the entire process within that season. Only in exceptional circumstances shall the process be allowed to straddle more than one football season. For the avoidance of doubt that season begins when Pro Youth football starts and ends when it ends.

SGB Equality Impact Assessment Template

	Name of Policy	Grievance Policy	
	Is this a new policy being developed or a review of an existing policy	New ☐	Review ☒
	Others involved in the assessment	None	
	Dates(s) of EIA	October 2023	
	What is the purpose and outcomes of the policy?	To ensure that all work of the Academy operates in an environment with dignity and safety.	
	Who are the customers for this policy?	All	
	How has equality been considered in the development / review of the policy so far?	That some members of our staff/volunteers may have a protected characteristic which may be picked out by those seeking to be prejudicial.	
	Who / what has driven this?	Annual review	
	Why might it be important to consider equality and the protected characteristics?	Legally it is important for us to ensure we comply with best practice on the provisions with the Equality Act and we are working with local authorities and the Scottish Football Association in contributing to their duties to those with protected characteristics under the Equality Act 2010 as well as ensuring our legal responsibilities under the same act with regards to employment practices.	

	What does the data tell you about your customers and about protected equality groups?	We have not conducted a data review
	What sources of data have you used?	None used nor gathered.
	What do you need to know more about?	We could do with fleshing out the policy by seeking the views and opinions of equality groups.
	How could you find this out and who could help you?	South Ayrshire Council's Equality Forum

	Who have you consulted with from protected equality groups?	None
	Who else could you consult with?	South Ayrshire Council's Equality Forum
	Who can help you with this?	South Ayrshire Council

	How does the policy contribute to the SGBs strategic equality objectives?	Ensures compliance with both the law and the public sector equality duty for each of the local authorities and the governing body of the sport of football
	How could it be revised or changed to contribute more?	The opportunity to ensure it is embedded in training, reviews of its practice and specific reports to those authorities who request it.

	How will you monitor and evaluate the policy?	The policy shall be renewed annually
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	Action	Timescale	Responsibility
	Reviews of its practice at annual review	June 2024	EIA Lead Officer
	Commit to respond to specific reports to those authorities who request it on the implementation of the Employment legislation associated in the Equality Act 2010	As required	EIA Lead Officer

	Sign off			
	Signed by Policy Lead David White		Date	
	Signed by EIA Lead Officer Donald C Stewart		Date	

Ayr United Football Academy Data Protection Impact Assessment

Policy	Grievance Policy
Date of assessment	October 2023
Author	Donald C Stewart
Legacy	None

DPIA process checklist

	Done?
We describe the nature, scope, context and purposes of the processing.	Yes
We ask our data processors to help us understand and document their processing activities and identify any associated risks.	Yes
We consider how best to consult individuals (or their representatives) and other relevant stakeholders.	Yes
We ask for the advice of our data protection officer.	Done
We check that the processing is necessary for and proportionate to our purposes and describe how we will ensure data protection compliance.	Yes
We do an objective assessment of the likelihood and severity of any risks to individuals' rights and interests.	Yes
We identify measures we can put in place to eliminate or reduce high risks.	Yes
We record our decision-making in the outcome of the DPIA, including any difference of opinion with our DPO or individuals consulted.	Yes
We implement the measures we identified and integrate them into our project plan.	Yes
We consult the ICO before processing, if we cannot mitigate high risks.	Yes
We keep our DPIAs under review and revisit them when necessary.	Yes
All of the above are covered in our Data Protection Policy as available on web. There are no specific measures in place for this guidance BUT it does serve as a reminder of our duties and responsibilities.	