



Grievance Policy

Approved: 2018

Review: 2020

1. Overview

The two types of issues that may arise within Pembrokeshire Weightlifting (PWL) are:

- Grievances – when a member, staff member, volunteer, participant, official or any other third party involved in Weightlifting Wales raises concerns, problems or complaints with PWL
- Disciplinary - when PWL has concerns about the behaviour and/or conduct of its members, staff members, volunteers or participants, or other third parties involved in PWL.

2. Initial Grievance Process

All staff and members, volunteers and officials have the right to raise any grievance they encounter relating to their membership, involvement or employment within PWL, that affects them individually or affects their personal dealings with anyone else within PWL.

An informal approach is encouraged as an initial action in the grievance process, by addressing the issue with the person responsible. If the issue remains unresolved after this action has been taken, then it is recommended that a formal written letter of complaint, detailing the subject and reason for the complaint, is submitted to the Senior volunteer or Board member.

Upon receipt of any formal complaint, the Senior volunteer or Board member shall discuss the matter with the Chair of the Disciplinary Panel and appoint an individual to investigate your complaint.

The appointed person will meet with all relevant parties and produce a formal investigation report, which will conclude whether there is a case to answer or not. If the case is of a severe nature, the complaint will be dealt with as a potential full disciplinary hearing under the PWL Disciplinary Procedures.

If the case is not of a severe nature, but still requires action, the complaint will follow the procedures laid out in point 3.

If it is deemed there is no case to answer, the complaint will be closed.

Grievance process for parents

Parents/guardians are encouraged to firstly attempt to deal with the grievance in an informal manner by speaking with the person responsible, a coach or a welfare officer involved in the club (if relevant). However if a parent feels that their issue is sensitive, or is left unresolved, then a written complaint formally should be submitted to PWL.

Procedures from here will continue as outlined in point 2.

3. Grievance Meeting

If the grievance or complaint is not dismissed, then the Senior volunteer or Board member will arrange for a Grievance meeting and all those relevant parties will be invited to attend. The Grievance meeting will be chaired, when possible, by the Board Lead on Ethics and the Senior volunteer or Board member will also be in attendance if appropriate.

Members have the right to be accompanied to a grievance meeting (and any appeals) by either a colleague, Senior volunteer, family member or a Legal Representative.

If either party refuses to accept an invite to attend a Grievance meeting, then that individual will be deemed to have given up their right to participate and only the information gathered to this date will be used on their behalf, and the Grievance meeting will still continue.

It will be down to the Chair of the meeting to listen to all relevant parties, encourage all parties to work towards a resolution and, in the final instance, make a decision on the complaint itself.

Once there is an agreement, all relevant parties will be advised of the outcome, either verbally or in writing.

If there remains no agreement, then PWL will move to a second meeting, whereby an independent person is asked to Chair another Grievance meeting and the above process will be followed.

4. Mediation

If the complaint is against PWL itself, we will arrange for a third party (independent person) to act as Chair of the meeting. This is called mediation.

Mediation is voluntary, and the mediator cannot force you or PWL to accept a solution. Both you and PWL must agree on the way to solve the grievance. Mediation should not be used to solve problems that have to be formally investigated (e.g. harassment or discrimination).

If mediation does not resolve the matter which is not of a severe nature and no agreement between the parties is reached, then the Chair will make a decision which will be final and binding and the matter will be considered as closed.

5. Conflict of Interest

If the Board Lead on Ethics declares a conflict of interest, then the Senior volunteer or Board member will find a suitable alternative. If the Senior volunteer or Board member has a conflict of interest, then the Board Lead on Ethics will find a suitable alternative. If

both of the above declare a conflict of interest, then the Board itself will identify a Chair, who will act in the role as outlined above.

6. Appeals:

Appeals of decisions may be made in writing to PWL. PWL disciplinary policy and procedures set out the process of appeals (page 4).

You have the right to be accompanied during any appeal meeting.

Appeals Process

If an appeal is made, it must outline and detail the grounds of which the appeal is being made. An appeal may be granted if one of the following applies:

- A factual or procedural error in the original hearing
- New evidence has arisen that may have affected the decision made in the original hearing
- An appeal is permitted to be made solely against the sanction imposed

An appeal must be made in writing to PWL within 14 days of the decision of the initial grievance meetings being made. If the appeal does not meet any of the three points above then it may be refused.

The Chair will set a date and venue with consideration of the availability of all members required to attend the appeals meeting, within 6 weeks of the meeting being agreed.

The panel will be provided with all the relevant papers for the case. At the conclusion of the appeal, the panel will have the power to either:

- Dismiss the appeal
- Quash/sanction and/or substitute for another penalty
- Alter/vary original decision
- Make any other decision that it feels is right or justified

The decision of the appeal should be communicated to the persons in question within seven days and the decision of the panel will be final and binding.

Appeals Panel

The appeals panel will be made up of three people, possibly from the board at the discretion of the Chair. It is also possible for an external member from another organisation to be brought in to make up a panel of three.