



## **Rochdale AFC Grievance Procedure**

### **GRIEVANCE PROCEDURE**

There may be occasions when an employee has a grievance in connection with his or her employment. It is to the advantage of all concerned that the matter is given a fair hearing and resolved as quickly as possible.

#### **Procedure**

##### **Stage 1 – Informal discussion.**

Employees should try to resolve the matter informally in the first instance by discussing the grievance with their supervisor or immediate manager.

##### **Stage 2 – Formal grievance**

If it is not possible to settle informally, the grievance should be raised formally in writing to a director or senior manager who will arrange a meeting to discuss the matter. Employees have the right to be accompanied at any grievance meeting. Employees must take all reasonable steps to attend the grievance meeting. At the meeting, the employee will be given the opportunity to explain how their grievance might be resolved.

Following the meeting, the Club will endeavour to respond to the grievance as soon as possible and, in any case, within five working days of the meeting. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and told when a response can be expected.

The employee will be informed in writing of what action the Club intends to take.

##### **Stage 3 – Appeal**

If the employee feels that the matter has not been resolved satisfactorily, he or she has the right of appeal and should put the appeal in writing. A further meeting will be arranged to discuss the grounds for appeal, following the same notification procedure and timescales as the first meeting. The employee will be informed in writing of the Club's decision on appeal.

The decision at this stage is final.

Employees should continue normal working with no industrial action of any description until the above procedure is exhausted. At all stages of the procedure employees are entitled to be accompanied by a work colleague or trade union official.

##### **Overlapping grievance and disciplinary cases**

Where an employee raises a grievance during a disciplinary process, the disciplinary process may if appropriate be temporarily suspended in order to deal with the grievance. Where the disciplinary and grievance cases are related, the Club will deal with both concurrently.

##### **Former Employees**

Where a grievance is raised by an ex-employee, the employee will be asked whether they wish to attend a grievance meeting or prefer their grievance to be dealt with in writing. If the employee requests a meeting, the above procedure will apply. If the employee

requests a written response, the Club will write back to the employee responding to the points they have raised.

Where historical grievances are raised, the Club will endeavour to investigate, however this may not always be possible due to the lengthy time lapse involved. Where an investigation cannot be conducted, the Club will provide a written response to the employee stating why it has not been possible to investigate the grievance.

If the employee's complaint relates to dissatisfaction with a dismissal decision, he/she should not invoke the grievance procedure but should instead appeal against the decision in accordance with the appeal process under the disciplinary and dismissal procedure.