



# COULSDON ATHLETIC

## GRIEVANCE POLICY

### POLICY STATEMENT

A grievance is a formal complaint raised by a player, manager, coach or official of the club concerning an action, situation or behaviour that they perceive to be unfair, unjust, or in violation of the club's policies.

Coulston Athletic Football Club is committed to creating a positive, respectful, and inclusive environment. We recognise that from time to time, individuals may have concerns or complaints. This policy outlines the procedure for addressing such grievances to ensure they are handled fairly, consistently and in a timely manner.

### GRIEVANCE PROCEDURE

#### 1 | Informal Resolution

Individuals are encouraged to resolve grievances informally through direct communication with the parties involved, where appropriate and safe to do so. If attempts at resolution by the appropriate Team Manager do not prove satisfactory, or if the concern is directly related to the Team Manager, the member should be advised to raise a formal grievance with the club.

#### 2 | Formal Grievance Submission

If the dispute cannot be resolved informally, the complainant should submit a written grievance to the Welfare Officer, where possible within fourteen (14) days of the incident. The Welfare Officer will share the written grievance with both the Chairman and the Secretary on receipt. If the grievance concerns the Welfare Officer, it should be submitted to the Chairman. Should a grievance be received via any other means to any member of the coaching team or committee, it will be circulated to the club officers named above.

The written submission in support of a grievance should include :-

- ⚽ The nature of the complaint
- ⚽ Any relevant facts, dates, times, and places
- ⚽ The names of any witnesses or individuals involved
- ⚽ Any other supporting information
- ⚽ Any steps already taken to resolve the issue
- ⚽ The desired outcome



### 3 | Acknowledgment

The Club Welfare Officer will acknowledge receipt of the formal grievance within seven (7) days and inform the complainant of the next steps.

### 4 | Investigation

The committee will appoint one of its members to conduct an investigation, which may include :-

- ⚽ Interviews with the complainant, respondent(s), and any witnesses
- ⚽ Gathering relevant information and evidence
- ⚽ Ensuring the investigation is conducted in a confidential, impartial, and timely manner

The investigating member may co-opt one or more other committee members to form a temporary Grievance Review Panel to assist with the investigation. The composition of this panel will vary depending on the nature of the grievance. The date of the Grievance Review Panel hearing will be communicated to all concerned parties.

### 5 | Presentation to the Grievance Review Panel

The results of the investigation will be presented to the Grievance Review Panel to deliver a balanced, impartial view of all facts, keeping parties involved as anonymous as possible, together with the recommended action/outcome.

The Grievance Review Panel will vote on accepting or declining the proposal. The Chairman, although present and participative in the discussion at this stage, has no vote.

The decision will be communicated in writing to both parties within thirty (30) days from the original acknowledgment of the grievance and no later than five (5) working days after the Grievance Review Panel has met.

### 6 | Appeal

If either party is dissatisfied with the decision, they may submit an appeal in writing to the Chairperson within fourteen (14) days of receiving the decision. The appeal should outline the reasons for the appeal :-

- ⚽ The decision was unfair
- ⚽ Unfair procedures were followed
- ⚽ New evidence or information has come to light

The Chairman will co-opt committee members who were not part of the original investigation to form a temporary Grievance Appeal Panel. The composition of this panel will vary depending on the nature of the grievance.



## Step 7: Final Resolution

The Grievance Appeal Panel will review the appeal, conduct further investigations if necessary, and make a final decision. The decision of the Grievance Appeal Panel is final and binding on all parties involved.

## Step 8: Record Keeping

All documentation related to grievances and their resolutions will be kept confidential and stored securely by the Committee. Records will be maintained according to the club's policies.

## General expectations

All grievances raising concerns of a child protection nature will be referred to the Club Welfare Officer for investigation in line with the Club's Safeguarding Children policy.

All proceedings related to a grievance shall be kept confidential to protect the privacy of all parties involved.

The club prohibits retaliation against any individual for raising a grievance or participating in the grievance process. Any form of retaliation will be subject to disciplinary action.

The club's Grievance Policy will be reviewed annually to ensure its effectiveness and compliance with any changes in legislation or club rules.

This grievance policy may be amended from time to time to ensure it meets the needs of the club and complies with all relevant laws and governing body regulations.

Regular training and awareness programs will be conducted for all members to understand the grievance process and their rights and responsibilities under this policy.

## Examples of Common Grievance Issues

- ⚽ Playing time disputes
- ⚽ Selection issues
- ⚽ Behavioural issues
- ⚽ Safety and welfare
- ⚽ Communication problems
- ⚽ Disciplinary actions
- ⚽ Coaching concerns
- ⚽ Financial disputes
- ⚽ Policy and Rule Enforcement
- ⚽ Ethical and Integrity Issues



## Sanctions Overview

Potential sanctions for breaches of policy include :-

- ⚽ Verbal warning
- ⚽ Written warning
- ⚽ Suspension
- ⚽ Exclusion from selection
- ⚽ Mandatory Training or Counselling
- ⚽ Demotion
- ⚽ Termination of Membership
- ⚽ Revocation of Privileges
- ⚽ Reporting to higher authorities (e.g. Surrey FA)
- ⚽ No Action