



## Grievance Policy and Procedure

### Policy Statement

#### Purpose and Scope

This procedure applies to all employees and volunteers who are employed by or work with Hertfordshire Golf Limited "the Company".

The term "employees" includes unpaid volunteers who work with the Company.

The policy of the Company is to provide a formal means for an employee to raise and settle unresolved matters concerning their employment fairly and promptly, and as near as possible to the point of origin.

#### Principles

The Company will follow the principles established in The ACAS Code of Practice on disciplinary and grievance procedures which define the minimum standards an employer should follow for handling these issues in the workplace.

Where the grievance concerns a complaint of harassment, victimisation or bullying the Harassment Policy and Procedure should be used.

The Grievance Procedure **will not** apply to matters that:

- are subject to the Disciplinary Procedure
- are concerned with a collective dispute
- are raised by players or other participants in company activities
- relate to concerns related to Whistleblowing

At any stage, the use of third-party facilitation may be considered and where appropriate used to resolve a matter, e.g., counselling, arbitration, mediation, etc.

This procedure has been designed to promote fairness and consistency in the treatment of employees of the Company.

#### Informal Approach

An employee should raise and seek to resolve problems and concerns with their Line Manager as part of the normal working relationship. They should use their discretion when deciding whether day-to-day discussion is leading to a successful resolution of the issue.

Both parties may wish to keep a note of any informal discussion, and any action agreed should be confirmed in writing.

### The Procedure

#### Introduction

The following procedure provides a framework for attempting to resolve outstanding matters. Any of the timescales may be varied by agreement with both parties.

The status quo of working and management arrangements, which applied immediately before the grievance was lodged, will continue until the matter is resolved or this procedure has been exhausted (whichever is the earlier).

An employee has the right to be accompanied by a recognised Trade Union representative or colleague at each stage of the procedure.

### ***First Stage***

Any employee with a grievance should first approach their Line Manager and provide him or her with a written notification of the grievance.

If the grievance involves the Line Manager it should be raised with the next level of management. If the grievance is against the Chair, it should be raised with any other member of the board.

The Line Manager must carry out a thorough investigation of the grievance issues. Where the grievance involves the Line Manager, another person will be appointed to conduct the investigation. As a result of the investigation the person conducting the investigation may conclude that it is appropriate to handle the matter under another procedure (e.g., Harassment or Disciplinary), and should advise the parties accordingly.

The Line Manager should, where possible, meet and discuss the grievance with the employee concerned within 7 days of receipt of the notification. Depending on the progress of the investigation it may be possible to resolve the grievance at this stage. The meeting may however be a part of the investigation process and hence a further meeting with the employee may be required at the appropriate time.

After the meeting the Manager should confirm the key points of the meeting in writing to the employee within 7 days, indicating the nature of the problem, next steps and depending on whether the grievance has been fully investigated, the outcome from the grievance and where applicable their failure to agree. If the meeting was part of the investigation a further meeting with the employee should be held as soon as possible in line with these guidelines. This record should be forwarded to the next level of management.

If the grievance remains unresolved following the meeting, the employee has the right to seek a meeting under Stage Two of the procedure by submitting a written notification of the grievance to the Board of the Company within 14 days of the date of the letter notifying the decision.

### ***Second Stage***

The Board will appoint a person to reconsider the grievance who was not directly involved during the First Stage of the procedure.

If the person appointed is unable to resolve the matter to the employee's satisfaction within, where practicable, 7 days of receipt of the grievance notification then she/he will chair a meeting with the Line Manager, the employee and their representative (if applicable). This meeting should be arranged by the appointed person within 14 days of receipt of the notification.

The date, time and venue of the meeting and the right to representation should be confirmed in writing and each party requested to submit their case and any supporting evidence in writing at least 48 hours prior to the meeting. The case(s) will be circulated to the parties.

At the Stage Two meeting the Line Manager who took the decision at Stage One should write and present their case setting out the reason(s) for their decision and addressing where possible, the employee's reasons for proceeding to Stage Two.

Witnesses may be called by either party and will be granted time off with pay to attend. It is the responsibility of the parties to arrange their witnesses' attendance.

The purpose of the meeting will be to decide whether the decision reached at Stage One was fair and reasonable. The decision can either:

- Dismiss the grievance and endorse the previous decision
- Dismiss the grievance but recommend an alternative decision
- Uphold the grievance and overturn the previous decision

After the meeting the person appointed by the Board should confirm the key points in writing to the employee within 2 working days.

The employee has the right to appeal against a decision taken at Stage Two. This should be done in writing to the Chair or, if the grievance is against the Chair, any other director within 14 days of the date of the letter notifying the decision.

### **Appeal Stage**

If the Chair (or, where relevant the other director per the previous paragraph) is unable to resolve the matter to the employee's satisfaction within 7 days of receipt of the written notification of the grievance, then she/he will convene and where appropriate chair an Appeal Panel, with another independent member of the Board. This meeting should be arranged within 14 days of receipt of the grievance.

The date, time and venue of the meeting and the right to representation should be confirmed in writing and each party requested to submit their case and any supporting evidence in writing at least 48 hours prior to the meeting. The case(s) will be circulated to the parties.

At the Appeal Panel Hearing the person who took the decision at Stage Two should write and present their case setting out the reasons for their decision, a summary of the reason(s) for failure to resolve the matter at Stages One and Two and addressing where possible, the employee's reasons for proceeding to appeal.

Witnesses may be called by either party and will be granted time off with pay to attend. It is the responsibility of the parties to arrange their witnesses' attendance.

The purpose of the meeting will be to decide whether the decision reached at Stage Two was fair and reasonable. The appeal panel can either:

- Dismiss the grievance and endorse the management decision
- Dismiss the grievance but recommend an alternative decision
- Uphold the grievance and overturn the management decision

The decision will be notified in writing to the employee and their representative (if applicable) within 2 working days.

The decision reached at the appeal hearing is final.

### **Policy Review**

The overall responsibility for this policy lies with the Board.

Responsible Person: Bobby Kendall, Chair (HR Lead)

Adopted: 25 January 2022

Review date: May 2024

(unless preceded by legislative changes)