



Worcester City Women's Football Club ("WCWFC", "the Club")

Policy:	Grievance policy
Purpose:	To ensure that our club promotes, supports, and protects a culture of inclusion. We have a culture of commitment to those who play, support, and enjoy our football.
Values:	Respectful, inspiring, successful, and exceptional
Scope:	This policy applies to our employees and workers.
Associated policies:	Disciplinary policy

WCWFC reserve the right to amend or withdraw this policy at any time.

Our commitment to you

We are committed to promoting an environment and culture based on dignity, trust and respect. We promote a positive culture where the raising of workplace problems, complaints or concerns is encouraged within a supportive framework. The Club will ensure that all genuine grievances will be dealt with fairly and as quickly as possible.

It is recognised that a grievance process can be stressful and upsetting. Everyone in the process is entitled to be treated in a calm and respectful manner. There is a zero tolerance to abusive or insulting behaviour from anyone taking part in the grievance process. Any such behaviour will be treated as misconduct as part of the Club's disciplinary process.

Informal grievance

Many grievances can be resolved informally. However, if an informal approach does not resolve matters, or is not appropriate, you may choose to raise a formal grievance.

Any grievance should be raised informally with your line manager in the first instance. If your grievance is about your line manager, you should raise your issue with the Club CEO.

The appropriate manager will meet with you to give you the opportunity to explain your grievance and seek to identify whether the issue can be resolved informally.

If an informal resolution is not possible you should follow the formal grievance policy provided below.

Formal grievance

Formal grievances should be raised if an informal resolution can not be found, or if the nature of the grievance is particularly serious in nature, for example, discrimination.

1. Formal grievances should be raised formally in writing and headed "Formal grievance".
2. Provide clear information about the nature of the grievance.
3. Indicate the outcome you are seeking from raising the grievance.
4. Send the grievance to your line manager or the Club CEO, as appropriate.

Formal grievance process

○ Stage 1: Investigation

Your grievance will be kept confidential as far as possible.

Before proceeding to a grievance meeting, an investigation may have to be carried out. This is likely to be conducted by your line manager. The requirement for an investigation will be confirmed in writing and the timescale for completion.

The amount of time required, and scale of an investigation will depend on the nature of the grievance.

A copy of any evidence collated during the investigation will be provided to you before the grievance meeting. To maintain confidentiality, it may be necessary to summarise the evidence.

○ Stage 2: Hearing your grievance

- The grievance meeting will be held within five working days of receiving your written complaint.

- You are entitled to be accompanied by a fellow employee or trade union official.
- Your grievance meeting will be conducted by your line manager or the Club CEO, as appropriate.
- The purpose of the meeting is to explain the nature of your complaint and what action you feel should be taken to resolve the matter.
- If further information is shared in the grievance meeting, it may be necessary to adjourn and conduct a further investigation and then reconvene.
- If you are unable to attend the meeting because of circumstances beyond your control, you should notify the manager conducting the meeting as soon as possible.
- Failure to attend without explanation, or if it appears you have not made sufficient attempts to attend may result in the grievance meeting taking place in your absence.
- You will be informed of the outcome of the meeting, in writing, seven working days after the meeting.

- Stage 3: Appeal

- If you are not satisfied by the outcome of the meeting, you may submit a formal appeal.
- The formal appeal must be in writing and within seven working days of receiving the grievance outcome letter.
- In the formal written appeal, you must clearly state the grounds for the appeal – i.e. the basis on which you consider that your grievance has not been satisfactorily resolved.
- An appeal meeting will be held within five working days of receiving your formal written appeal.
- You are entitled to be accompanied by a fellow employee or trade union official.
- Your appeal will be conducted by a senior manager (Club CEO or Club Board Representative), who will consider the grounds for your appeal and review the conclusion reached in the original grievance meeting.

- If you are unable to attend the meeting because of circumstances beyond your control, you should notify the manager conducting the meeting as soon as possible.
- Failure to attend without explanation, or if it appears you have not made sufficient attempts to attend may result in the appeal meeting taking place in your absence.
- You will be informed of the outcome of the meeting, in writing, seven working days after the meeting.
- The outcome of the appeal is final.

Data protection

All personal data collected during informal complaints and the formal grievance process will be managed in accordance with the data protection policy.