



**MORECAMBE
FOOTBALL
CLUB**

MFC GRIEVANCE POLICY & PROCEDURE

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Grievance Policy & Procedure

Policy Owner	Version	Issue Date	Review Date
MFC Board of Directors	2	21/02/2024	01/06/2024



Grievance Policy & Procedure

Policy Statement:

Morecambe Football Club follow the ACAS Code of Practice and is committed to remove and eliminate any direct or indirect discrimination of any form and under no circumstances condone unlawful discriminatory practices as we operate a zero tolerance approach to discrimination, harassment, victimisation and/or bullying.

Purpose:

The purpose of this Policy is to promote and encourage a working environment where all colleagues feel comfortable to raise concerns. It is also to set the standard for handling any type of complaint made by employees fairly and thoroughly and to ensure that employees with a grievance relating to their employment can use a procedure which can help to resolve issues as quickly and as fairly as possible.

Scope:

This Policy applies to all colleagues of Morecambe Football Club, regardless of length of service and is used to manage concerns, problems or complaints raised by permanent, casual or volunteer colleagues. The enclosed procedure sets out the steps that will be taken in respect of any grievance raised (*whether during working hours or not when the concern is associated to the Club*).

General Principles:

Any steps under the Policy will be taken confidentially and promptly, albeit time limits mentioned are used as a guide and may vary on a case-by-case basis.

We may vary the procedure as appropriate to a particular case. This may also be discontinued if it becomes impracticable for either party to continue with it. In any case we will inform you in writing of the final outcome of your grievance.

Written grievances will be placed on your personnel file along with a record of any decisions taken; any appeal notice; the outcome of any appeal; and any notes or other documents compiled during the grievance process.

You may be accompanied by a colleague or trade union representative at all formal meetings held under this Policy. You should tell the person holding the meeting who your companion is, in good time before the meeting. Employees are allowed reasonable time off from duties without loss of pay to act as a companion. In some circumstances your choice of companion may not be allowed: for example, anyone who may have a conflict of interest, or whose presence may prejudice the meeting. We may also ask you to choose someone else if the meeting would have to be delayed for over five working days because your companion is unavailable.

A member of the HR team may be in attendance at all meetings held under this Policy.

Grievances should be concerned with the way in which you believe you have been treated by the organisation or managers acting on its behalf, colleagues or about any aspect of your work.



Where a grievance is raised during a disciplinary process which is related to an ongoing disciplinary case, it will be up to the Club, in its entire discretion, to decide whether to treat the two processes separately or together, depending on the situation.

The making of malicious, vexatious or false allegations may lead to disciplinary action in line with the Clubs Disciplinary Policy & Procedures.

The following issues will not be considered under the grievance procedure:

- Complaints that amount to an allegation of misconduct on the part of another employee will be investigated and dealt with under the Disciplinary Policy & Procedure. This includes any kind of victimisation due to taking action under the Equality Act 2010 and/or the Enterprise and Regulatory Reform Act 2013, or supporting someone who is doing so.
- Complaints that you may have about any disciplinary action taken against you should be dealt with as an appeal under the Disciplinary Policy & Procedure.
- Complaints that are linked to other processes such as redundancy dismissals; organisational restructure consultations or the non-renewal of fixed-term contracts on their expiry.
- Any complaints that are trivial, for example, 'a colleague never says hello to you in the morning'.
- Any cases that are vexatious, i.e. you raise numerous grievances that are regarded as minor complaints which we have already provided reasonable resolutions too.

Grievance Procedures

Raising Grievances Informally:

If you have a grievance about your employment you should discuss it informally with your immediate Line Manager. Most grievances can be resolved quickly and informally through discussion with your Line Manager.

If you have a grievance concerning your Line Manager's behaviour or actions towards you or otherwise feel unable to speak to your Line Manager, you should raise your concerns with another member of the Club Management Team or someone in HR.

If raising your grievance informally in this way does not solve the issue you can raise a formal written grievance as per the procedure below.

Mediation:

It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of your grievance. This involves the appointment of an impartial member of the Club Management Team, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution. Mediation will be used only where all parties involved in the grievance agree.

Formal Written Grievances:

If you feel that the matter has not been resolved through informal discussions, you can put your grievance in writing to your immediate Line Manager or the HR team.

Your grievance should indicate that you wish the grievance to be dealt with formally under Clubs Grievance Policy & Procedure and should contain a brief description of the nature of your complaint, including any



relevant facts, dates and names of individuals involved. In some situations, we may need to ask you to clarify the subject matter of your grievance in advance of the grievance meeting or to provide further information.

Investigations:

It may be necessary for us to carry out an investigation into your grievance.

The outcome of an investigation may lead to disciplinary action in line with the Clubs Disciplinary Policy & Procedure.

Grievance Meetings:

You will then be invited to a grievance meeting, which will normally take place no more than two weeks after we have received your grievance. The meeting will be chaired by a member of the Club Management Team.

You may bring a companion to the grievance meetings as outlined in this Grievance Policy & Procedure.

You must take all reasonable steps to attend any meetings. If you or your companion cannot attend at the time specified for a meeting, you should inform us immediately and we will make reasonable efforts to agree an alternative time.

The purpose of the initial grievance meeting is to enable you to explain your grievance and how you think it should be resolved. If you have a companion, they may make representations to us and ask questions, but should not answer questions on your behalf. You may confer privately with your companion at any time during the meeting.

You, or any person acting on your behalf, is not normally permitted to record electronically any meeting held by the organisation as part of the grievance procedure. This is to encourage openness and full participation by all parties during meetings. Any breach of this provision may lead to disciplinary action against the employee, up to and including dismissal.

In certain limited circumstances, the organisation may permit the meeting to be recorded electronically. For example where the employee is disabled, it may be appropriate as a reasonable adjustment under the Equality Act 2010. Where the Club permits the meeting to be recorded electronically, it will take responsibility for making the recording and confirm this in advance in writing with you.

After the initial grievance meeting we may carry out such further investigations and/or hold such further grievance meetings as we consider appropriate.

We will inform you of our decision and of your right of appeal within two weeks of the final grievance meeting. We may hold a meeting to give you this information but in all cases it will be confirmed in writing.



Appeals:

If the matter is not resolved to your satisfaction, you should put your appeal in writing to the HR Manager, stating your full grounds of appeal. This should be within two weeks of the date on which the grievance decision was sent or given to you.

You will be invited to an appeal meeting with an appointed member of the Club Management Team, or Board of Directors, normally no more than two weeks after we receive your appeal. You may bring a companion to the appeal meeting, as outlined in this Grievance Policy & Procedure.

The appointed member of the Club Management Team/Board will give their decision within a reasonable period of the appeal meeting. We may hold a meeting to give you this information however in all cases the outcome will be confirmed in writing. The appointed member of Club Management Team/Board's decision will be final.

Potential Outcomes Of The Formal Stages:

The following are potential outcomes of the formal stages of the grievance procedure:

- Grievance not upheld
- Grievance partially upheld
- Grievance upheld

Where the grievance is upheld fully or in part, appropriate actions will be determined as a result of the grievance. Recommendations can still be made, where appropriate, even when a grievance is not upheld in order to prevent similar complaints being raised in the future.



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