

# **SCOTTISH JUNIOR FOOTBALL ASSOCIATION**



## **GRIEVANCE POLICY & PROCEDURES**

# Grievance Policy & Procedure

## 1. Purpose

The policy is designed to provide employees and volunteers (“SJFA Office volunteers”) with the opportunity to raise any grievances that they have in relation to their employment/volunteering with SJFA.

Volunteer shall have the meaning of any person who volunteers within the SJFA Office.

This policy should not replace normal dialogue between employees/volunteers and SJFA. However where such informal dialogue has failed to resolve an issue of concern, then an employee or volunteer may utilise this policy in an effort to have an issue resolved to his/her satisfaction.

This policy is also intended to safeguard sound relations between employees/volunteers and SJFA through the prompt reconciliation of work related issues.

This policy provides an opportunity for an employee/volunteer to make SJFA formally aware of situations where they feel that a policy or procedure is not being followed or applied fairly to employees/volunteers.

## 2. Applicability

This policy will be applied fairly and consistently to all employees and volunteers.

## 3. Policy

It is accepted that when people work together there will inevitably be situations where misunderstandings, problems or concerns need to be resolved. It is SJFA’s policy that a culture of good communications, openness and a willingness to co-operate and listen will exist, and therefore it is envisaged that the majority of these issues or misunderstandings will be capable of being addressed informally in an efficient and effective manner. However, where such issues are unresolved they may become grievances. Employees/volunteers ought to seek resolution of a grievance by utilising the following procedure.

## 4. Procedure

If the employee/volunteer has any grievance concerning their employment/volunteering, working conditions or relationships with colleagues, the following procedure will normally be adopted:

### 4.1 Stage 1 - Informal Discussion

If appropriate, employees and volunteers should raise the matter informally with the Association Secretary or, if the grievance concerns the Association Secretary, with the Assistant Secretary / Treasurer or such Official as SJFA may determine from time to time (the appropriate individual being hereinafter referred to as the “Appropriate Person”);

### 4.2 Stage 2 - Formal Grievance Procedure

4.2.1 If informal action is inappropriate or if the employee/volunteer is not satisfied with the outcome, they ought to raise their grievance in writing with the Appropriate Person;

4.2.2 the employee/volunteer will be invited to a meeting with the Appropriate Person to discuss the matter;

4.2.3 a decision will be taken as soon after the meeting as possible, following reasonable enquiries by the Appropriate Person, and communicated to the employee/volunteer in writing as soon as reasonably practical;

### **4.3 Stage 3 - Formal Grievance Procedure**

4.3.1 if the employee/volunteer is still dissatisfied, they will be given the opportunity to appeal by raising the matter in writing with such Official (other than the Appropriate Person) or some other individual appointed as SJFA may determine from time to time, providing notification of the grounds on which they are appealing (the Official or some other individual appointed being hereinafter referred to as the "Appointed Person");

4.3.2 the employee/volunteer will be invited to a meeting with the Appointed Person to discuss the matter;

4.3.3 a decision will be taken as soon after the meeting as possible, following reasonable enquiries by the Appointed Person, and communicated to the employee/volunteer in writing as soon as reasonably practical;

4.3.4 the employee/volunteer will be informed that the decision on the appeal shall be final any binding.

**4.4** Upon a reasonable request being made by you, you may be accompanied at any grievance hearing or appeal hearing by a fellow employee, a certified trade union representative or an official employed by a trade union.