



---

# MEMBER GRIEVANCE POLICY

---

Approved: 18.02.2020 Review: 02.2023

## **Member Grievance Procedure**

Welsh Weightlifting encourages all employees to raise minor grievances informally, with an RDO or a senior member of staff. In the case of a more serious complaint the following procedure will apply, which is compliant with the relevant ACAS Code of Practice.

### **Stage 1 (Formal)**

If the issue raised informally is not resolved to your satisfaction, you may raise the matter, in writing, to the Weightlifting Wales Office Lead, who will discuss the matter with a director of the board, and appoint a lead person to deal with the complaint (which may include the office lead). The lead person will arrange to meet with you to discuss and consider your grievance. Both parties may find it useful to involve an independent mediator at the early stages of a grievance issue if both parties agree.

You may be represented or accompanied at this meeting by a fellow worker or a trade union official of your choice. Grievance hearings may be conducted via telephone and/or skype should a face-to-face meeting be difficult to arrange. This is to recognise the geography of Wales and the varying locations of our members and staff, and supports Weightlifting Wales obligations to investigate concerns without any unreasonable delay.

### **Stage 2 (Formal) - Appeal to a Director**

If after stage 1, you are dissatisfied with the way your grievance has been dealt with or you disagree with the outcome that the lead person has reached, you may ask for a Director to consider an appeal. An appeal must be set out in writing and must include specific, legitimate and valid reasons for why you disagree with the decision reached by the lead person. A Director will meet with you to discuss and consider your grievance appeal further. You may be represented or accompanied at this meeting by a fellow worker of your choice or a trade union official. Once again, the grievance appeal hearing may be conducted via telephone and/or skype should a face-to-face meeting be difficult to arrange.

In the interest of fairness, where practicable, Welsh Weightlifting may involve a third party to review the grievance and provide guidance on the case. The final decision will, however, be that of a Director holding the hearing (stage 2).