



GRIEVANCE POLICY

Updated April 2017

Staff/Volunteer Complaints and Grievance Procedure

The Company believes that grievances should be settled as quickly as possible. If you have a grievance, it is suggested that you first raise it informally with your manager. Every effort will be made to resolve your grievance at this stage. your manager will endeavour to deal with your grievance within 5 working days. If you are not satisfied with the outcome or if you wish to make a formal grievance then you should raise the matter in writing with the General Manager.

The Company's formal grievance procedure has three clear stages as follows:

The Procedure Investigation by the Company.

The Company will carry out such reasonable investigation as necessary so that it can properly deal with your grievance.

Grievance hearing

The Company will hold a grievance hearing at which it will carefully consider those complaints made by you. You will have an opportunity to state your case and question any witnesses. The decision of the investigating officer will be confirmed in writing to you.

Appeals

You have the right to appeal if you are not satisfied with the outcome of the grievance hearing. You should appeal by writing to the person specified in the letter confirming the outcome of the grievance hearing within 5 working days of being notified of the outcome. Your letter should clearly state the grounds upon which you are lodging your appeal. A further hearing will then be arranged in order to consider your appeal. The decision of the appeal officer will be notified to you in writing and will be final and binding.

At all stages of the grievance procedure you will:

- Be given the opportunity to respond to all information and evidence produced by the Company.
- Have the opportunity to be accompanied by a work colleague.
- Have the most appropriate level of management deal with the hearing or appeal and where the manager in question was directly involved in the issues in dispute or under review and alternative person with appropriate seniority will deal with matter

Complaints and Grievance Procedure (Player/Parent)

Should the Player or his parent/ guardian experience any complaint / grievances during their period of registration at Stevenage Football Club, should follow the steps set out in the procedure.

Step 1

If you do have a complaint / grievance then you should discuss it with your coaches first. However, if you feel that you can't discuss the complaint / grievance with your coaches then ask your parent / guardian to discuss the complaint / grievance with them.

Your coaches will make a note of your complaint / grievance you should also make a note of this. Do not forget to record the date and outcome of the meeting with the coaches.

Should the meeting with your coaches not resolve the complaint /grievance then you must take Step 2.

Step 2

Make an appointment with the Head of Coaching and discuss your complaint / grievance with him, you may wish to bring your parent / guardian along to the meeting. Again make a note of the meeting and record the date and outcome. The Head of Coaching will make a record the meeting.

Should the meeting with the Head of Coaching not resolve the complaint / grievance then take Step 3.

Step 3

Make an appointment with the Academy Manager to discuss your complaint / grievance. The parent / guardian should submit in writing the formal notice of the complaint / grievance to the Chief Operating Officer of the Club. This will be dealt with within 4 weeks of the notice. Should you feel that the complaint /grievance has still not being resolved to your satisfaction then you should take Step 4.

Step 4

Your right of appeal to the decision is available through the English School's Football Association and the Football League; you should submit your case to one of the addresses below:

The English Football League
10 -12 West Cliff
Preston
PR1 8hu

Tel: 01772 325800
Email: enquiries@efl.com

Early awareness of a complaint / grievance is of benefit both to the player and the club.