



# The Cabin Crew Out of School Club

## Staff Grievance Policy

### Policy statement

At The Cabin Crew, we aim to have a team of well-motivated, highly skilled and professional staff. It is hoped that all employees will be working in an environment in which they are comfortable. However, from time-to-time individuals may experience situations or circumstances which give rise to unhappiness or discomfort relating to their work.

### Procedure

The Cabin Crew grievance procedure is intended to provide a mechanism for enabling staff who raise concerns to have these dealt with fairly and promptly before they develop into major problems and potential disputes.

### Informal Resolution

The Cabin Crew believes that all employees should be treated fairly and with respect. If an employee is unhappy with the treatment they have received or any aspect of their work, they should discuss this with the Playleader in charge of that session, who will attempt to resolve the situation on an informal basis. If the grievance relates to the Playleader, they should approach the Manager who will discuss ways of dealing with the matter.

Please note any complaints regarding disciplinary action taken against employees should be dealt with as an appeal under the disciplinary procedure.

### Methods

- Every effort should be made by both management and the staff member involved to resolve any difficulties at the informal stage. However, should the individual or The Cabin Crew management feel that the informal procedure is inappropriate, formal action may be invoked immediately.
- If a member of staff feels that they have a grievance against any other member of staff they should have, if able, first endeavoured to resolve the matter by way of an informal conversation with the other member of staff at an appropriate time and location.
- It is advisable for the individual to keep a note of the details of any relevant incident which distressed them, and details of any reports made to the Playleader. These should be signed and dated by the individual.
- In circumstances where it is difficult or embarrassing for the individual to tackle the situation on their own behalf, the member of staff may prefer to consult the Manager.
- Where an informal conversation has failed to rectify the alleged grievance, the individual may request, either verbally or in writing, a personal interview with the Manager. This meeting should in normal circumstances take place no later than five working days following the request.
- Where appropriate and depending on the circumstances of the case, the committee may be informed of the grievance.

- If a resolution/decision is able to be reached within the informal process, this will be communicated verbally to the individuals involved.
- If the individual is not satisfied with the outcome of the informal proceedings, or if the unacceptable behaviour/actions continue, then they may request that the matter be dealt with under the formal procedure.

## **FORMAL PROCESS**

The situation may arise when an aggrieved employee has endeavoured to reach a resolution informally, but remains dissatisfied. Alternatively, an employee may feel that their grievance is incapable of informal resolution and it therefore warrants consideration immediately under the formal stage.

The first stage of the grievance procedure is for the staff member to put their complaint in writing using the attached Employee Grievance Form. The complaint should be headed 'Formal Grievance' and sent to the Manager. If the complaint is regarding the Manager, the complaint will be sent to the Chair of the committee.

Before proceeding to a full grievance hearing, it may be necessary to carry out investigations of any allegations made, although the confidentiality of the grievance process will be respected. If any evidence is gathered in the course of these investigations, the complainant will be given a copy in advance of the hearing for consideration. In exceptional circumstances, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary this will be explained, and an appropriate summary of the evidence gathered will be given to both parties.

### **The Grievance Hearing**

The hearing will be held as soon as is reasonably practicable and, subject to any need to carry out prior investigations within five working days of the receipt of the written complaint. It will be conducted by the Manager and attended by a designated committee member. At the meeting, the complainant will be asked to explain the nature of the complaint and what action the complainant feels necessary to resolve the matter. Where appropriate the meeting may be adjourned to allow further investigations to take place.

All parties should ensure that they attend the meeting at the specified time. If unable to attend because of circumstances beyond their control, they should inform the Manager as soon as possible. If they fail to attend without explanation, or if it appears that they have not made sufficient attempts to attend, the hearing may take place in their absence.

While the complainant will be given every opportunity to explain their case fully, explanations should be confined to matters that are directly relevant to the complaint. Focusing on irrelevant issues or incidents that took place long before the matter in hand is not helpful and can hinder the effective handling of the complaint. The Manager conducting the hearing will intervene if they think that the discussion is straying too far from the key issue. The Manager may also intervene to ensure that the meeting can be completed within a reasonable timeframe, depending on the nature and complexity of the complaint.

Following the meeting, all parties will be informed in writing of the outcome within seven working days and told of any action that The Cabin Crew proposes to take as a result of the complaint. The complainant may discuss this outcome informally with either the Manager or a designated committee member.

If dissatisfied with the outcome, the complainant may make a formal appeal.

## Formal Appeal

The individuals involved in the process have the right of appeal against any decision reached. It is expected that grounds for appeal would predominantly fall into two key areas:

1. The process and procedures followed as part of the original meeting were incorrect.
2. The decision reached was incorrect and new evidence can be brought forward in substantiation.

An appeal should be lodged in writing to the committee no later than seven days from the date of notification of the outcome of the original hearing. The notice should include the grounds of appeal and any new supporting evidence.

A copy of the notice for appeal will be submitted to the other parties involved in the grievance. If the appeal is on the grounds of process, an appeal hearing will be arranged by the committee normally within five working days of the receipt of the notice of appeal. Where the appeal brings forward new evidence, the other party will be allowed five working days to respond to this new evidence and the appeal hearing will be arranged normally within two weeks of this response.

The appeal will be heard by those that chaired and attended the original hearing.

The appeal hearing should be conducted in a similar manner to that of the original hearing but will only consider the actual grounds for the appeal and/or new evidence. During the hearing, the aggrieved employee will put forward the reasons for the appeal and the supporting evidence.

You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform the manager of this as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

Following the appeal meeting, you will be informed of the outcome within seven working days. The outcome of this meeting will be final.

## Record keeping

If the complaint is upheld and disciplinary action follows, records should be kept in accordance with The Cabin Crew disciplinary procedure. The complainant, may if they wish, have a copy of all the relevant papers placed on their personal file for an indefinite period of time.

If a complaint is upheld, but disciplinary action is not taken, all relevant records should be lodged on the personal files of all parties involved.

If the complaint is not upheld, then no papers will be filed on the personal file of the respondent, however papers will be filed on the personal file of the complainant.

This policy was adopted by The Cabin Crew Out of School Club.	Date: April 2023
To be reviewed: 12/04/2024	Signed: <i>Justine Reilly</i>
Name of signatory: Justine Reilly	Role of signatory: Manager

## The Cabin Crew Grievance Form

This form is intended for use by any employee of The Cabin Crew who wants to make a formal complaint about the behaviour of a colleague, their Manager or a third party, or any other workplace issue.

Employees should bear in mind before using this form that they can request that a matter be dealt with in an informal manner by the Manager. Where the employee requests that the complaint be dealt with informally, the Manager will discuss the matter with the employee, with a view to resolving the matter without recourse to a formal procedure.

Where the employee requests that the complaint be dealt with formally, this form should be completed and the clubs grievance procedure will be invoked.

In certain circumstances, employees can request that their complaint be kept anonymous. Where possible, the club will respect an employee's request for anonymity, but cannot guarantee that it will be able to do so.

In all circumstances, this form should be completed and delivered to the Manager in an envelope marked "Confidential".

### Formal grievance

**Employee's name:**

**Employee's job title:**

**Date:**

**Does your grievance relate to the Manager?**

Yes/No

### Summary of complaint:

Please set out the details of your complaint (providing as much detail as possible, particularly dates, times, locations and the identities of those involved). You may attach additional sheets if required.

### Individuals involved in the alleged incident/complaint:

Please provide the names and contact details of any people involved in your complaint, including witnesses.

**Outcome requested:**

Please set out how you would like to see your complaint dealt with, and why and how you believe that this will resolve the issue.

**Declaration:**

I confirm that the above statements are true to the best of my knowledge, information and belief. I understand that making any false, malicious or untrue allegations may result in disciplinary action being taken against me by the club. (In the most serious cases, making false, malicious or untrue allegations can be treated as gross misconduct.)

**Form completed by:****Signature:****For completion by The Cabin Crew:**

Date form received by the club:

Name of recipient and job role:

Signature: