



Member & Employee Grievance Procedure

Introduction

Skerries Sailing Club (SSC) is committed to the principle of confidentiality, integrity and accountability where members and club employees are encouraged to raise their concerns if they experience issues.

For various reasons, issues/grievances can arise between the club and its employees, between members and club employees and between members and other members. When such grievances arise, it is in everyone's interest to have them resolved without delay. For that reason, the Club has this Grievance Procedure so that employees and members know what to do if you are unhappy about any aspect of their employment/membership with us.

In such instance employees and members are encouraged to follow the procedures outlined below

Grievance Procedure

In all cases, where possible, resolution to any dispute should be sought through informal procedure. As a general rule therefore, initially all attempts should be made to address grievances as informally as possible.

The objective of this approach is to resolve the difficulty with the minimum of conflict and stress for the individuals.

Informal Stage

- To enable informal resolution an employee or member should in the normal course of events raise it with a member of the Clubs Committee in the first instance, in the interest of having the matter resolved as quickly as possible.
- The Committee Member should hear the grievance, take a note of the grievance and provide an option(s) for a resolution to the grievance.
- The person who raises the grievance should assess the option(s) provided and, in good faith engage with the option(s) provided.



Formal Stage

- Should the individual who raised the grievance feel the options provided did not or will not address the grievance then they must write to an Officer of SSC outlining the following;
 - Their grievance and the member of the committee they had raised the grievance with.
 - The resolutions provided and the reasons why these resolutions did not address the grievance.
- A formal acknowledgement of the grievance will be provided along with an agreed date for the complaint or grievance meeting.
- The SSC Officer will review the written complaint and, the notes from the grievance meeting with a view to provide a resolution. The SSC Officer may deem it necessary to investigate the grievance further in accordance with the principles of natural justice and fair procedures and meet with individuals outlined in the grievance.
- The SSC Office will issue an 'Agreed solution to grievance'. This must be signed by the person who raised the complaint or grievance and co-signed by a SSC Club Committee member or a line manager where appropriate.

Appeal

Any party will have the right to appeal against any grievance finding. The appeal will be heard by the SSC Commodore or designated nominee.

The grounds of appeal may be provided in writing.

An appeal hearing will be held. Consideration will be given to the resolutions provided throughout the process and the grounds of appeal.

The outcome of the appeal will be provided in writing. the outcome of this appeal is final.