



**England
Rugby**

SCHOOLS

Grievance Procedure

1. Introduction

This procedure applies to all members of England Rugby Football Schools Union (ERFSU). If a member has a grievance or complaint relating to breaches of policy or unreasonable behaviour the following procedure applies. Throughout “member” includes employees and volunteers.

Procedure

1.1. Stage one

- 1.1.1 A member with a grievance should, in the first instance, discuss the matter informally with an ERFSU Officer. Concerns will be discussed in confidence and where appropriate discreet investigations will be undertaken to attempt to resolve the matter speedily and fairly.
- 1.1.2 If it is not possible to resolve the matter informally the member must raise it formally with ERFSU’s Secretary, setting out the grievance and the basis for it. This must be done in writing. If the member’s grievance is concerning the ERFSU Secretary, the grievance should be addressed to the Executive Chairman.
- 1.1.3 The member has the right to be accompanied by a colleague at the grievance meeting and any subsequent meetings.
- 1.1.4 Following the meeting the Secretary or Executive Chairman should decide on what action to take, if any, and communicate the decision to the member verbally and in writing within 7 working days of the date of the meeting.
- 1.1.5 The member will be informed of their right to appeal if they are not satisfied with the decision taken.

1.2. Stage two

- 1.2.1 When the member feels that their grievance has not been satisfactorily resolved they can appeal in writing to the Executive Chairman without unreasonable delay. The Executive Chairman should meet with the member as soon as possible and in any event within 14 working days of the receipt of the appeal letter. If the Executive Chairman was involved in the decision at Stage 1 he will appoint an Officer who has not been involved at Stage 1 to consider the appeal.

1.2.2 The outcome of the appeal will be communicated to the member in writing within 7 working days of the date of the appeal hearing.

1.3. Stage three

1.3.1 If the member wishes to pursue the matter, they should request that the Secretary arrange for a panel to hear the complaint and provide a copy of the written decision, together with a copy of the original complaint to members of the panel.

1.3.2 The panel will consist of an Officer, a member of the Executive Committee and a member of the ERFUSU Committee not on the Executive Committee.

1.3.3 The panel should meet the member as soon as possible and in any event within 21 working days of the receipt of the written grievance documentation.

1.3.4 The panel should inform the member of its decision at the time of the interview with a subsequent confirmation in writing; or inform the member in writing of the decision as soon as possible and in any event within 7 working days of the interview.

1.3.5 The panel's decision will be final.