



HART ROAD RUNNERS Grievance Process

May 2022
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1. Step 1 – Grievance – Informal Approach

- 1.1 Wherever possible a Member should make an initial attempt to resolve a grievance informally.
- 1.2 This could include speaking to one of the Committee members to explain the matter to be resolved.
- 1.3 The aim of the informal approach is to try to prevent the matter from escalating and to settle the problem early on.
- 1.4 The Committee member receiving the complaint shall:
 - listen and take account of what the Member has to say;
 - reassure them that the complaint is being taken seriously and that it will be addressed;
 - provide feedback should that be appropriate. In certain situations, where the resolution of the grievance requires confidentiality in its own right, no feedback will be provided;
 - feedback the complaint to the Committee, or Chairperson or Secretary provided that respects the Member's confidentiality concerns.

2. Step 2 – Grievance – Formal Approach

- 2.1 If an informal approach is not appropriate or it does not address the grievance, then the Member may request a formal meeting via the Club Secretary.
- 2.2 The Club Secretary, usually in consultation with the Chairperson, will appoint a volunteer member of the Committee to address the grievance.
- 2.3 The meeting will be attended by the appointed Member of the Committee and the Club Secretary.
- 2.4 The Member concerned may be accompanied by one other Club member.
- 2.5 The meeting is an opportunity for the Member to explain the grievance and provide details, information or evidence to support the complaint. The Member should aim to establish the facts such as who, what, where, when, why and how the issue came to being.
- 2.6 The facts should be presented succinctly and be limited to the grievance only.
- 2.7 After the Member has fully explained their grievance, it may sometimes be possible for the Committee member, depending on the nature of the complaint, to resolve it immediately.
- 2.8 The Committee member and Secretary receiving the complaint shall:
 - listen and take account of what the Member has to say;
 - reassure them that the complaint is being taken seriously and that it will be addressed;
 - feedback the complaint to the Committee, or Chairperson provided that respects the Member's confidentiality concerns;
 - provide feedback via email should that be appropriate. In certain situations, where the resolution of the grievance requires confidentiality in its own right, no feedback will be provided;
 - to produce a minute of the meeting and any feedback provided, which will be treated confidentially in line with the Club's Constitution.



3. Step 3 – Grievance – Escalation

- 3.1 If a Member feels that their grievance has not been addressed then the Member can escalate the issue in accordance with the Club's Discipline and Appeals process.
- 3.2 A Member should note that when reporting issues and concerns the Club's code of conduct requires that they are reported in a non-vexatious manner.