

BADMINTON ENGLAND VOLUNTEER GRIEVANCE PROCEDURE

1. INTRODUCTION

- 1.1 Badminton England, its member organisations and clubs aim to create environments where volunteers feel valued at work.
- 1.2 We also recognise that there may be occasions where volunteers have concerns or grievances and this grievance procedure provides an open and fair way for volunteers to make known their problems and to enable grievances to be resolved quickly.

2. SUMMARY

2.1 *What is a Grievance?*

- 2.1.1 A grievance relates to a concern, problem or complaint from one person within the voluntary badminton network about another. This may occur at club or county level and may involve people within the same club or county or from different clubs or counties.
- 2.1.2 To assist in determining under which policy, a concern, problem or complaint should be addressed, areas covered by the Badminton England Disciplinary Regulations and other regulations are included at Appendix 1.
- 2.1.3 Assistance in determining the correct route may be provided by the County Disciplinary Officer or Badminton England Disciplinary Officer. Their decision on the most appropriate route is final.

2.2 *Methods of Dealing with Grievances*

- 2.2.1 There are two methods of dealing with grievances, informally and formally. As a general rule the informal approach should always be considered first.

3. PRINCIPLES

3.1 *Informal procedures*

- 3.1.1 Many problems can be raised and settled during the course of everyday working relationships and through reasoned discussion. Volunteers should aim to settle most grievances informally by talking with their direct report, within their club, organisation or county association.
- 3.1.2 If it is not possible to resolve the matter after raising it informally the formal procedure should be used.

3.2 *Formal Procedures – Stage 1*

- 3.2.1 If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to their line manager. If the complaint involves the volunteer's line manager, the complaint should be put in writing to the Chair of the organisation.
- 3.2.2 The content of a complaint will include specific details and evidence in relation to the incident(s) from which the grievance originates.
- 3.2.3 The volunteer will be invited to a meeting with their line manager (or other appropriate person) to respond to the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share how they would like them to be addressed. This meeting should take place within ten working days

from receipt of the grievance. The volunteer has a right to be accompanied to the meeting.

- 3.2.4 Following the meeting, the line manager (or other appropriate person) will give a written response within ten working days of the meeting outlining how the complaint(s) will be addressed. If the complaint is against another member of staff or volunteer or requires further investigation, the line manager (or other appropriate person) may need to carry out further meetings or investigations. In this case, the ten working days limit may need to be extended.

3.3 Formal Procedures – Stage 2

- 3.3.1 If the volunteer feels the issue has still not been resolved satisfactorily, they should raise the matter, in writing, with the organisation’s management committee or board. The volunteer will be invited to a meeting to discuss the matter and how best to resolve the situation.
- 3.3.2 Following the meeting, the management committee or board will give a written response within ten working days of the meeting outlining how the complaint(s) will be addressed. If the complaint is against another member of staff or volunteer or requires further investigation, the line manager (or other appropriate person) may need to carry out further meetings or investigations. In this case, the ten working days limit may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

3.4 Formal Procedures – Right of Appeal

- 3.4.1 If the volunteer wishes to appeal against any grievance decision, they must appeal, in writing, within ten working days of the decision being communicated to them to the next line of authority. For the avoidance of doubt:
- A grievance heard at club level should be referred to the relevant county badminton association.
 - A grievance heard at member organisation level (e.g., county) should be referred to Badminton England.
- 3.4.2 The organisation to which the appeal has been referred will appoint an independent person to hear the appeal. An appeal meeting will be organised within ten days of that appointment. Both the volunteer and the person/organisation about they have raised the grievance have the right to attend the appeal hearing. The volunteer has the right to be accompanied to the appeal meeting.
- 3.4.3 The outcome of the appeal will be confirmed in writing as soon as practical after the appeal meeting. The decision of the person hearing the appeal will be final.

4 CONDUCT OF MEETINGS

- 4.1 Volunteers have the right to be accompanied at any formal meetings, including appeal meetings, by a ‘companion’ who should either be a badminton colleague or friend. Companions should not be anyone who may prejudice the case or have a conflict of interests.
- 4.2 The role of the companion at formal meetings is to:
- 4.2.1 Address the hearing.
- 4.2.2 Put forward the volunteer’s case and sum up.
- 4.2.3 Confer with the volunteer and provide advice but they cannot answer questions on their behalf.



- 4.3 Both volunteers and companions should make every effort to attend scheduled meetings. If the companion is unavailable to attend any formal meetings, including appeal meetings, the meeting will be postponed up to five working days from the original meeting date.
- 4.4 At all stages of the formal process, written notes of all meetings must be prepared and signed by both parties as an accurate record.
- 4.5 The outcome of the process should be formally recorded and communicated to all concerned parties. Any action required as a result of this process being followed should be recorded formally within the minutes of the next management committee meeting of the relevant organisation and monitored as required.

Appendix 1

The following are covered by the Badminton England Disciplinary Regulations (clauses 4.1 and 4.2) or other relevant policies and, as such, should not be addressed under the Grievance Policy:

- 4.1 Subject to clause 3.2, it shall be a ground for disciplinary action to be taken under these Regulations where a Specified Person is found to have acted or failed to act (as appropriate) in a way which:
- 4.1.1 is contrary to the Badminton England Codes and/or Badminton England Policies; and/or
 - 4.1.2 is unlawful; and/or
 - 4.1.3 is contrary to these Regulations; and/or
 - 4.1.4 harms the safety and/or welfare of a Young Person or Adult at Risk in badminton, or whose conduct (whether in badminton or not) is considered to pose an actual or potential risk of harm to the safety and/or welfare of a Young Person or Adult at Risk in badminton; and/or
 - 4.1.5 does not comply with Badminton England's Safeguarding and Protecting Young People in Badminton policy and the Safeguarding Adults at Risk Policy (including the reporting procedures); and/or
 - 4.1.6 is opposed to the general interests of Badminton England and/or other Member Organisations and/or its Members; and/or
 - 4.1.7 brings, or has the potential to bring, the sport of Badminton into disrepute.
- 4.2 If not covered elsewhere, where a Specified Person has an unspent conviction or caution for an offence against or concerning a Young Person or Adult at Risk or is included on any statutory list barring, or restricting, their working with children or Young People or Adult at Risk or where there is a finding of fact in civil proceedings that they have harmed, or pose a risk to a child or Young Person or Adult at Risk, these shall be grounds for disciplinary action.

Other issues which should not be addressed under this procedure are those covered by clause 3.2 of the Badminton England Disciplinary Regulations:

- 3.2.1 In matters which fall under the jurisdiction of the Anti-Doping Procedures;
- 3.2.2 In matters which are dealt with by the imposition of a penalty in accordance with the Penalty System of the Tournament Regulations;
- 3.2.3 In matters which fall under the jurisdiction of the Badminton England Volunteer Grievance Procedure
- 3.2.4 In matters which fall under the jurisdiction of the World Class Performance Procedures and;
- 3.2.5 To staff of Badminton England, in their capacity as employees, where disciplinary action taken under HR Policies relates to general employment issues not directly connected to the sport of badminton.