



**City Of Bristol Rowing Club**  
The Boathouse, Albion Dockside, Bristol. BS1 6TR  
Tel 0117 954 4621 [www.bristolrowing.co.uk](http://www.bristolrowing.co.uk)

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## **Grievance Procedure**

The object of the Grievance procedures is to ensure that any grievance is dealt with at the appropriate level in a fair and timely manner. It applies to any individual member of City of Bristol Rowing Club (CBRC) who may have a complaint or feel that they have been unfairly treated by a member or the organisation of CBRC.

Any member with a complaint wishing to make a formal complaint or grievance should do so in writing, to an appropriate Officer of the Charity e.g Junior Co-Ordinator, Welfare Officer, Trustee or Chairman, if no other officer is available. If the complaint /grievance cannot be resolved by the above Officer to the complainant's satisfaction the matter will be handed over for mediation.

Under the procedure an individual or organisation will be kept informed about the process that will take place, the expected timescales and any possible outcomes. Information will be treated confidentially and shared on a need to know basis during the process, unless there is an agreement between the parties to do otherwise.

Where an individual who is raising a grievance or is the subject of a disciplinary case is under the age of 18 years it is obligatory that the parents or legal guardians of that child must be informed and that the individual is accompanied during any mediation, hearing or appeal.

## **Grievance Procedure**

### **Mediation**

The grievance will be passed to the Trustees who will, upon receiving the grievance, appoint an independent mediator in agreement with the complainant.

The mediator will advise the terms of the procedure, for example who may attend and the conduct of the meeting.

Such mediation is not obligatory but may help to resolve the situation, clarify any misunderstandings or help identify the issues in dispute before a hearing is convened.

The outcome of the mediation stage is not binding but may be referred to in any subsequent hearing or appeal as may any failure or refusal to participate in such proceedings.

### **Hearing**

- If the complainant is not satisfied with the outcome of the mediation they must set out in writing his grievance and request for a hearing and send to the Trustees within a reasonable timescale. This may vary depending on the issue at hand but should not, where possible, exceed three months and ideally within one month.
- The hearings panel will be appointed by the Trustees comprising a chairman and two independent members one of whom may have relevant 'expert' knowledge. All panel members will be independent of the dispute.
- The complainant should signify his agreement to the constituted panel.

- The panel will give a fair and independent hearing to both sides of the dispute within an appropriate and agreed timescale.
- The complainant has the right to be accompanied.
- Discussions will be recorded and this could include a tape-recording.
- If either party chooses not to attend the hearing, the panel, has the right to proceed with the hearing based on written submissions.
- The result and sufficient reason to explain the result of the hearing will be communicated to both parties within 14 days.
- The panel will apply any outcomes of the hearing in line with the Club's constitution and /or its Governing Body *British Rowing*.
- If the outcome of the hearing is unacceptable to either body they have the right to appeal.

### **Appeal procedure**

- If either party wishes to appeal against the outcome of the hearing they should set out the grounds on which they wish to appeal in writing. This letter should be sent to the Chairman of the Hearings panel within 14 days of the outcome of the initial hearing being known.

An appeal should be granted where there is a "strong arguable case" that either:-

- a. relevant information was ignored or not considered by the original panel; or
  - b. the disciplinary process was tainted by unreasonable bias or conflict of interests; or
  - c. the provisions of the disciplinary procedure were not adhered to; or
  - d. the original panel exceeded its jurisdiction; or
  - e. the findings of the original panel were irrational or otherwise exhibited an error of general law.
- The Trustees will appoint an independent appeal panel to consider the appeal, none of whom have had any prior involvement in the matter.
  - The appeal panel will be constituted along the same principles as the hearings panel outlined above.
  - The chairman of the appeals panel will convene a hearing of the appeals panel in a timely manner and, in consultation with the other panel members, will decide the conduct of the proceedings, if appropriate they may request written submissions and the appeals panel may or may not require the parties to attend.
  - The appellants has the right to be accompanied at an appeals hearing.
  - Discussions will be well recorded which may include tape-recording.
  - The outcome and sufficient reason to explain the outcome of the appeal panel will be communicated to both parties within 14 days of the appeal panel hearing.
  - The outcome of the appeal will be final.